DOCUMENT RESUME

ED 046 406 LI 002 421

TITLE	Evaluation Number Two, Texas State Library Communication Network, 1969.
INSTITUTION	Texas State Library, Austin. Field Services Div.
PUB DATE	70
NOTE	68p.
EDRS PRICE	EDRS Price MF-$0.65 HC-$3.29
DESCRIPTORS	Data Analysis, *Evaluation Criteria, Interlibrary Loans, Library Acquisition, *Library Cooperation, *Library Networks, *Library Services, Library Technical Processes, *Unit Costs
IDENTIFIERS	Telex, *Texas

ABSTRACT

A companion to ED 029 678 which provided a preliminary evaluation for 1968, this evaluation covers the third six months of operation of the Texas State Library Communication Network. Background information on the Network and the evaluation criteria are given. Data sources included Network Transaction sheets, questionnaires completed by Network participants, personal interviews, unsolicited letters, and Texas State Library summary data. Data summaries are provided for cost, improved interlibrary cooperation, accelerated processing of interlibrary loans, improved patron satisfaction, indication of adequacy of basic collections, and characteristics of network use. Findings related to the data summaries are given and recommendations are made for network and Telex management, data collection and reporting, and future evaluations. A supplement to this document is planned to provide more detailed information on unit costs and the flow patterns. (AB)

ED046406

U.S. DEPARTMENT OF HEALTH, EDUCATION & WELFARE
OFFICE OF EDUCATION
THIS DOCUMENT HAS BEEN REPRODUCED EXACTLY AS RECEIVED FROM THE PERSON OR ORGANIZATION ORIGINATING IT. POINTS OF VIEW OR OPINIONS STATED DO NOT NECESSARILY REPRESENT OFFICIAL OFFICE OF EDUCATION POSITION OR POLICY.

Evaluation Number Two
Texas State Library
Communication Network
1969

LE 000 Y21

TEXAS STATE LIBRARY
Field Services Division
Katherine Ard, Director
Austin, Texas

1970

FOREWORD

In Texas the Library Services and Construction Act Title III has as one of its projects the Texas State Library Communication Network. Title III, under the direction of Dr. Dorman Winfrey, Director and Librarian of the Texas State Library and Mr. Lee B. Brawner, Assistant State Librarian, is administered by Field Services Division.

Texas State Library Communication Network was devised with the advice of the Title III Advisory Council, which is made up of representatives of various types and sizes of libraries.

In May 1969 the Preliminary Evaluation of the Texas State Library Communication Network, 1968 was published by Field Services Division. The firm of Peat, Marwick, Mitchell and Company was responsible for that evaluation using statistics gathered by Field Services Division from 6,900 transactions on the Network.

This second evaluation is being made by personnel of Field Services Division under the direction of its Assistant Director, Mendell Morgan; with the assistance of Mrs. Sandra Gray, Field Consultant for the Austin Major Resource Center Area, and Mrs. Jane Rogers, Researcher for Field Services Division. This evaluation covers the third six months of operation of the Network with an analysis of 18,444 Transaction Sheets representing 7,419 filled requests. A supplement to this document is planned to provide more detailed information on unit costs and the flow patterns.

Katherine Ard
Director
Field Services Division
Texas State Library

EVALUATION OF THE THIRD SIX MONTHS OPERATION OF THE

TEXAS STATE LIBRARY COMMUNICATION NETWORK

TABLE OF CONTENTS

Part I

Based on the Peat, Marwick, Mitchell & Co. Preliminary Evaluation

	Page
BACKGROUND	1
The Communication Network	1
Purpose of the Network	1
Network Configuration	1
Network Operation	2
Network Funding	2
EVALUATION CRITERIA	2
DATA SUMMARY	3
Data Sources	3
Network Transaction Sheet	3
Evaluation by Network Participants	3
Personal Interviews	3
Unsolicited Letters	3
Other Data	3
Cost	3
Fixed Direct Costs	4
Variable Direct Costs	4
Direct Cost Summary	4
Cost Projection	4
Improved Interlibrary Cooperation	4
Transaction Volume	4
Evaluation by Participants	5
Unsolicited Letters	5
Accelerated Processing of Interlibrary Loans	5
Size I Libraries	5
Size II Libraries	6
Inter-MRC Referrals through Texas State Library	6
Improved Patron Satisfaction	6
Evaluation by Participants	6
Unsolicited Comments	6
Ratio of Referrals to Population Served	6
Indication of Adequacy of Basic Collections	7
Number of Interlibrary Requests Filled	7
Libraries Which Filled More Than They Requested	7
Libraries Which Requested More Than They Filled	7
Evaluation by Participants	7
Characteristics of Network Use	7

TABLE OF CONTENTS (Continued)

	Page
FINDINGS	7
Network Cost	7
Improved Interlibrary Cooperation	8
Size I Libraries	8
Texas State Library (Reference Division)	8
Accelerated Processing of Interlibrary Loans	8
Size I Libraries	8
Size II Libraries	8
Inter-MRC Referrals Through Texas State Library	8
Improved Patron Satisfaction	9
Patrons Served by the Network	9
The General Public	9
Indications of Adequacies of Basic Collections	9
Characteristics of Network Use	9
RECOMMENDATIONS	10
Network Management	10
Telex Management	10
Data Collection and Reporting	11
Future Evaluations	12

ILLUSTRATIONS

Direct Cost - July, 1969 through December, 1969	13
Direct Cost/Completed Transaction for Varying Levels of Network Use	14
Time to Complete an Interlibrary Loan Request, Size I and Size II Libraries	15
Time to Complete an Inter-MRC Request Through Texas State Library Reference Division	16
Time for Texas State Library Reference Division to Complete Referral From its Own Collection	17
Referrals Filled (Annualized) per 1,000 Population	18
Interlibrary Title Requests Filled By Texas State Library and Size I Libraries	19

EXHIBITS

Network Transaction Sheet (A)	20
Tabulation of Questionnaire Responses (B)	21
Questionnaire Response (C)	22
Referrals by TSL Reference Division Filled by Size I Libraries (D)	26
Titles Sent by Size I Libraries (E)	27
Titles Sent by Size II Libraries (F)	28
Library Circulation (G)	29
Libraries Which Filled More Than Requested (H)	30
Libraries Which Requested More Than Filled (I)	31
Network Use Statistics (J)	32

Part II

Field Services Division, Texas State Library

		Page
A.	Comments on Transaction Sheets	33
	1. Introduction	33
	2. Use of Network	33
	3. Reader Interests	34
	4. The Transaction Sheets	34
	5. Texas State Library	35
	6. Major Resource Centers	36
	(Charts - Texas State Library and each Major Resource Center, pages 38-48)	
	(Size I Chart Page 49)	
	7. Size II Libraries	50
	(Size II Chart Page 51)	
B.	General Comments	52
C.	Recommendations	53
D.	Network Cost	54
	1. Calculations	54
	2. Table Indicating Communication Costs	55
	3. Monthly Requests Received at State Library	56
E.	Exhibits	57
	1. Network Map (K)	57
	2. Postcards Used For Status Reporting (L)	58
F.	Addendum to Evaluation Number 2	59

I - BACKGROUND

Texas State Library, in accordance with the provisions for Interlibrary Cooperation under Title III of the federal Library Services and Construction Act, established a library communications network in early 1968. This network became fully operational in July, 1968. A Preliminary Evaluation for the period July-December, 1968, was published in May, 1969. This evaluation, for the same period in 1969, has been prepared as a comparison of the same elements to measure the effectiveness of the Network during its second year.

THE COMMUNICATION NETWORK

The public libraries of the Texas State Library System are grouped into three broad classifications according to the size of the population served. These classifications are:

Size	Population Served	Number of Libraries*
I	200,000 and larger	10
II	25,000 - 199,999	58
III	less than 25,000	294 (8 more than in 1968)

In addition, the Texas State Library in Austin has a limited, specialized collection available to public library patrons throughout the state.

(a) Purpose of the Network

The purpose of the Communication Network is to provide a communication link between the various libraries in the Texas State Library System, thereby placing the total resources of the libraries in the System at the disposal of Texas public library patrons.

(b) Network Configuration

The basic Network consists of eleven Telex stations, one in each Size I Library and one in the Reference Division of the Texas State Library. Each of these eleven stations provides direct connection to all of the remaining ten stations. On December 1, 1969, a contract to extend communication to the members of the Texas Information Exchange having doctoral programs was begun, with interface at the Texas State Library and the University of Texas at Austin. Since the service was not available during the University Christmas holiday period, no significant contribution could be derived for that month for purposes of this evaluation.

Long distance telephone service supplements the Telex stations and provides direct communications between Size III and Size II libraries and between Size II and Size I libraries.

*From Texas Public Library Statistics for 1969.

(c) Network Operation

The network is utilized when information or a title is requested which is not available in a local library collection. The request can then be forwarded to successive libraries in the network until the information or title is located or until all possible sources have been exhausted. The referral procedure is illustrated as follows:

1. The local patron requests a title from a Size III library.

2. If the Size III library cannot locate the title in its collection, it calls the Size II library in that area by telephone (collect, if long distance).

3. If the Size II library cannot locate the title in its collection, the Size I library in that area is called by telephone (collect, if long distance).

4. If the area Size I library cannot locate the title in its collection, the Texas State Library is contacted by Telex.

5. If the Texas State library cannot locate the title in its collection, the remaining nine Size I libraries are contacted successively by Telex.

If the title or information is found at any point, the search is terminated and the material is sent to the patron. If the title cannot be found, the search is terminated after all Size I libraries and certain other cooperating libraries have been queried. Beginning in December, 1969, these included nine large Texas universities which are members of the Texas Information Exchange. While the Telex Network is not structured for out-of-state use, twenty-two referrals were made to libraries outside of Texas by the Texas State Library using the ALA Standard Interlibrary Loan form. Further information is found on page 62, the Addendum.

(d) Network Funding

Funding for Telex and telephone charges is provided under Title III of the federal Library Services and Construction Act.

II - EVALUATION CRITERIA

The criteria for the Network evaluation were based on goals set forth in Section 4.0 (Interlibrary Cooperation) of the State Plan submitted by Texas State Library to HEW, and on discussions with personnel of the Texas State Library and recommendations of the Title III Advisory Council. The criteria established are as follows:

Network Cost.
Improved Interlibrary Cooperation.
Accelerated Processing of Interlibrary Loans.
Improved Patron Satisfaction.
Indication of Adequacy of Basic Collections.
Characteristics of Network Use.

III - DATA SUMMARY

In this section we identify the data sources and present data summaries relevant to the six measurement criteria determined for the Network.

DATA SOURCES

Data for the evaluation came from five major sources within the Texas State Library System in 1969 and four in 1970.

(a) Network Transaction Sheet

The Network Transaction Sheet (Exhibit A) was the primary source of data for the evaluation. One of these sheets was filled out each time the Network was used; 18,444 Network Transaction Sheets representing filled, unfilled and referred requests were received and considered for the tabulation. Of these 7,419 of the Network Transaction Sheets representing filled requests were used in the analysis. The remaining 11,025 Transaction Sheets represent referrals of filled requests handled by one or more participating libraries, and unfilled requests.

(b) Evaluation by Network Participants

An evaluation Questionnaire (Exhibit B) was sent to all Size I and twenty-one Size II libraries as well as to twenty Size III libraries. A tabulation of the available Questionnaire responses is shown in Exhibit C (43 were returned).

(c) Personal Interviews

Personal interviews were held with librarians from two MRC libraries, the Texas State Library and one Size III library for the 1968 Preliminary Evaluation. Because the 1969 evaluation was done entirely by the staff of the Texas State Library Field Services Division these interviews were not held.

(d) Unsolicited Letters

Twelve unsolicited letters were sent by participating librarians to the Texas State Library. Comments in these letters regarding the effectiveness of the Network are summarized in this report.

(e) Other Data

The Texas State Library furnished summary data on its own Network participation. Cost data for the telephone and Telex operation were also furnished by Texas State Library.

COST

The direct costs of operation for the telephone and Telex in this report include only the costs for equipment usage. They are divided into two groups:

Fixed Direct Costs.
Variable Direct Costs.

(a) Fixed Direct Costs

The Fixed Direct Costs are the monthly rental costs which would be incurred regardless of the amount of equipment usage. These are as follows:

Telex Monthly Rental Charges.
Telephone Monthly Rental Charges(at 10 MRC Libraries only).

(b) Variable Direct Costs

The Variable Direct Costs vary with the amount of equipment usage. These are as follows:

Telex Message Costs.
Telephone Toll Charges.

(c) Direct Cost Summary

A direct cost summary for this six month period of operation is shown on page 13. During this period the Total (Fixed and Variable) Direct Cost was $9,322.

(d) Cost Projection

An estimated direct cost per completed transaction was projected for varying levels of network usage in the 1968 evaluation. The curve on page 14 illustrates how the Fixed Direct and Total Direct Costs per transaction decrease with increasing Network usage. This illustration is based upon the costs for the first and third six months of operation and on the assumption that the ratio of successful transactions to total transactions remains constant.

IMPROVED INTERLIBRARY COOPERATION

The measures of effectiveness of the Network in improving interlibrary cooperation were determined to be:

Increasing Trend in Transaction Volume.
Favorable Participant Reaction.

(a) Transaction Volume

Transaction volumes are summarized for the Texas State Library Reference Division, Size I libraries and Size II libraries in Exhibits D, E and F. The volume data are presented in each illustration on two curves representing an actual and a seasonally adjusted number of transactions.

1. Actual number of transactions. This curve represents the actual number of referrals completed or titles sent by the specified libraries during each of the third six months of Network operation.

2. Adjusted number of transactions. The number of volumes circulated by the libraries in the Texas State Library System appears to vary in a predictable way from month to month throughout the year. This relationship is illustrated in Exhibit G. The seasonal variation was analyzed and a factor was determined which will adjust the actual volume figures to eliminate the effect of the month-to-month variation.

The adjustment factor was calculated by tabulating the library circulation by month for representative libraries throughout the state. The factor for July was taken to be 1.0. Factors for the following months were determined by dividing July circulation by that month's circulation.

(b) Evaluation by Participants

The consensus of Questionnaire Responses rated the present ability of the Network to foster interlibrary cooperation as "good" last year and this year. There was a trend to spread reaction over the continuum; a significant number in 1969 rated it only "fair". The consensus rated the Network's potential on this point as "excellent" last year. This year the consensus was exactly divided between "excellent" and "good".

(c) Unsolicited Letters

None of the twelve unsolicited letters stated directly or indirectly that the Network was fostering interlibrary cooperation. Is this because that fact is now so well established that it is expected and assumed? One letter cited the opposite viewpoint; a unique local situation requiring frequent use of specialized resources is jeopardized because of Network Turnaround Time. Another feels too little responsibility rests on Size III Libraries. Two mentioned need for better reporting on status of requests.

ACCELERATED PROCESSING OF INTERLIBRARY LOANS

The data representing the processing time of interlibrary loans are summarized for:

Size I MRC Libraries
Size II Libraries.
Inter-MRC Referrals Through Texas State Library.

(a) Size I Libraries

An illustration of the cumulative percentage of referrals completed in various time intervals for Size I libraries is shown on page 15. The curve representing the average for all Size I libraries is shown. Last year the consensus of Questionnaire responses indicated three days was a reasonable period within which to complete an interlibrary loan request. In the average Size I library greater than seventy per cent of interlibrary loans were completed in three days or less last year. The consensus this year showed a greater spread but three days seems to reflect the majority opinion; 64% of all requests filled at the MRC level of the Network were completed in three days or less.

(b) Size II Libraries

The average time for all Size II libraries to complete an interlibrary loan is also shown on the illustration with the Size I libraries.

(c) Inter-MRC Referrals Through Texas State Library

The time to complete a referral from an MRC library to other MRC libraries which passed through the Texas State Library Reference Division prior to completion is shown on page 16. Three representative months are shown reflecting the service level achieved over a period of time. A summary of the time to complete fifty per cent of the referrals is shown below:

Month	Time to Complete 50%	
	1968	1969
July	3 days or less	27 days or less
September	4-1/2 days or less	37.5 days or less
December	10-1/2 days or less	32.5 days or less

IMPROVED PATRON SATISFACTION

The measures of effectiveness applied to Improved Patron Satisfaction were:

Favorable Reaction of Network Participants. (From questionnaire)
Favorable Unsolicited Comments.
Ratio of Referrals to Population Served.

(a) Evaluation by Participants

The consensus of Questionnaire Responses indicated that the Network's present ability to improve patron satisfaction is "good" with "excellent" potential last year. This year opinion was nearly equally divided between "good" and "fair". (Exhibit C).

(b) Unsolicited Comments

None of twelve letters mentioned, directly or indirectly, that the patrons were pleased with the service provided by the Network. Two mentioned the need for better status reporting. One was concerned about increased time for receiving specialized materials previously requested direct from non-public libraries.

(c) Ratio of Referrals to Population Served

As an index of customer satisfaction, a ratio of referrals to population served was computed as the annualized number of completed referrals by each Size I library divided by the population served, in thousands. These ratios are shown on page 19. This index is not applicable as a comparison of libraries within the system. Assuming that the environment in each library has remained the same relative patron satisfaction has improved. Three MRC service areas have doubled this figure, and all but one have shown notable increases.

INDICATION OF ADEQUACY OF BASIC COLLECTIONS

The adequacy of Basic Collections was not directly measured. However, the data were summarized for Size I libraries to show:

Number of Interlibrary Requests Filled.
Libraries which Filled more than They Requested.
Libraries which Requested more than They Filled.

(a) Number of Interlibrary Requests Filled

The total number of interlibrary loan title requests filled by each Size I library and the Texas State Library is shown on page 20. The libraries are listed (from left to right) in decreasing population size. The broad categories of request are listed vertically.

(b) Libraries which Filled more than They Requested

If a Size I library filled more requests in a category than they themselves requested, the difference is tabulated in Exhibit H.

(c) Libraries which Requested more than They Filled

If a Size I library requested more interlibrary loans in a category then they themselves filled, the difference is tabulated in Exhibit I.

(d) Evaluation by Participants

The 1968 consensus of Questionnaire responses reflected the opinion that the Network's current ability to identify collection weaknesses was "good" with "excellent" potential. The 1969 consensus continued to reflect the opinion that the present ability is "good" but the potential was rated "good". (Exhibit C).

CHARACTERISTICS OF NETWORK USE

The Network Transaction Sheets (Exhibit A) were used to tabulate characteristics of Network use. The data for the six month period (July 1969 - December 1969) is tabulated in Exhibit J.

IV - FINDINGS

The Network's effectiveness, in terms of the six measurement criteria, is summarized as follows:

NETWORK COST

The average Total Direct Cost for a completed referral for the first six months of operation was $1.60; for the third six months $1.25. However, sixty-two per cent of this amount was fixed and thirty-eight per cent varied with Network usage in 1968 as contrasted with fifty per cent for both fixed and variable in 1969.

The Network is obviously structured to handle a significantly larger volume of transactions. Increasing activity from the 1968 level has decreased the amount of fixed cost which was absorbed by each transaction in 1968. (See illustration on page 14.)

IMPROVED INTERLIBRARY COOPERATION

An increasing number of completed interlibrary loans was assumed to be an indication of increasing interlibrary cooperation.

(a) Size I Libraries

The "adjusted" volume figures (Exhibit E) show a steady increase for the Size I libraries for the first three months of the survey period. A general volume decline is shown for the last three months of both survey periods.

A varying degree of participation among the Size I libraries is shown by the table on page 20. All MRC libraries increased their participation; some doubled their figures over 1968. The larger MRCs were carrying the heavier load which reverses some of the 1968 observations.

(b) Texas State Library (Reference Division)

The "adjusted" volume figures show an upward trend in usage even though the "actual" figures do not reflect this because of seasonal circulation decreases subsequent to July. (Exhibit D)

ACCELERATED PROCESSING OF INTERLIBRARY LOANS

The time to complete an interlibrary loan request was measured for Size I and Size II libraries as well as for inter-MRC loans through the Texas State Library.

(a) Size I Libraries

The average time required by the Size I libraries to complete interlibrary loan requests varied considerably among the libraries. (See illustration on pages 41-50.) The average time for all Size I libraries was reasonably close to the 3-day time desired by those completing the Questionnaire. Greater than seventy per cent of the requests were completed within the desired three days in 1968. In 1969, 64% were completed in three days or less. (page 15).

(b) Size II Libraries

The average response time for Size II libraries in 1968 showed ninety per cent of all transactions were completed in three days or less. In 1969, 82% were completed in three days or less. (page 15).

(c) Inter-MRC Referrals Through Texas State Library

The average time to complete 50% of the Inter-MRC transactions through the Reference Division of the Texas State Library tripled from July to December, 1968. In the 1969 survey period this turnaround time continued to rise. These figures

are cited in a table on page 6 and in a graph on page 16. The volume fluctuated considerably as shown in Exhibit D on page 27. It should be noted that by the end of the evaluation period, with volume near the highest level and increasing, the turnaround time for Inter-MRC transactions through the Reference Division of the Texas State Library was decreasing.

IMPROVED PATRON SATISFACTION

Patron satisfaction was evaluated for two groups of patrons:

Patrons Served by the Network.
The General Public.

(a) Patrons Served by the Network

The vast majority of patrons who were served by the Network were favorably impressed. Questionnaire responses and unsolicited comments were generally favorable. One librarian summed this up neatly by saying: "If I ask for something reasonable I usually get it in a reasonable time; if I ask for something unreasonable I simply don't get it."

(b) The General Public

No information is available to define how those served by the Network represent the total population. It is still not known, for example, how many new patrons were introduced to the Network during its eighteen months of operation. It is possible that a major portion of the volume increases was due to the same patrons using the Network more often, and that few new patrons had been gained.

Among the Size I libraries there is a large variation in completed referrals per thousand population served (see illustration on page 19.) This index compares the figures for 1968 and 1969.

INDICATIONS OF ADEQUACIES OF BASIC COLLECTIONS

No positive conclusions regarding the adequacies of basic collections can be made from the data gathered during this evaluation. However, Exhibits H and I summarize data which can be useful to the libraries in evaluating their own strengths and weaknesses as an operating unit within the Texas State Library System.

CHARACTERISTICS OF NETWORK USE

The data collected for the third six months of operation show that the Network was being used primarily for information and title requests of a serious nature as intended. The vast majority of requests were for adult nonfiction titles (Exhibit J). These findings compare to the 1968 survey.

There was a significant number of referrals by mail (657) rather than by telephone or Telex in 1968, indicating inconsistent use of the communication facilities provided by the Network. In 1969, although total volume rose, all referrals to Texas State Library, MRCs and Size II libraries by mail numbered only 598.

V - RECOMMENDATIONS

In performing the 1968 Evaluation certain recommendations were presented by Peat, Marwick, Mitchell and Company. These recommendations pertained to the management of the Network, management of the Telex and collection and reporting of data.

NETWORK MANAGEMENT

The recommendation for Network Management was to formulate an Operating Plan for continued use of the Network. This Plan would include short and long range objectives for Cost, Desired Levels of Participation and Time to Complete referrals. While no formal Plan was written to achieve these objectives, meetings of the Title III Advisory Council, Major Resource Center Directors and Interlibrary Loan personnel did give consideration to all of these points.

Since the operational costs have stayed well within the established budget levels, costs have not been considered a problem. However, definite consideration should be given to the future financial base for the Network. In the event that Title III funds are not available for this project, it is suggested the Title III Advisory Council develop a planned alternative.

In order to increase participation in the Network most Major Resource Center and Size II Library Directors and/or staff have made visits to the libraries assigned to them for service. Many librarians of Size III libraries have visited their assigned referral library. The increased volume of Network transactions has probably been stimulated by the personal explanation and encouragement to use the service these visits provide. The Texas State Library Field Consultants have included discussions on Network use and procedures on most visits made to public libraries.

At the various meetings of the Advisory Council, Major Resource Center Directors and Interlibrary Loan personnel, the time required to complete referrals has been under constant review and discussion. Each Major Resource Center and the Texas State Library has indicated its willingness to speed replies to inquiries made; efforts to raise the priority set for Network service and accomplish this end have been made and improvement in procedure is noted.

It was recommended that the Operating Plan be accomplished through an Action Program which would describe the specific steps required to attain the objectives of the Operating Plan. This Program would include definitions of: what has to be done, who will do it, when it will be begun, and when it will be completed. While no formal steps were taken to implement the Operating Plan discussions in meetings of the Title III Advisory Council, Major Resource Center Directors and Interlibrary Loan personnel have reaffirmed understanding of responsibilities in offering service. Visits to assigned libraries and meetings to clarify responsibilities and procedures have encouraged greater Network efficiency.

TELEX MANAGEMENT

The Preliminary Study recommended that control procedures be established to provide follow-up on Specific Unfilled Requests and Status Reporting on All Unfilled Requests.

Recommendations for Follow-up on Specific Requests were implemented through Texas State Library by referrals outside the Network for appropriate requests. In certain instances the State Library placed "Rush" orders to purchase materials which would be useful in the State Library Collection and would fill the specific request. Others were cancelled by the State Library after all MRCs had been unsuccessfully queried. The library originally requesting the material was notified by letter that the request had been cancelled. A list of libraries queried and an offer to perform further searching, if desired, was included. The Texas State Library did adopt a postal notification system to improve reporting on Specific Requests. The original requesting library was notified when material was being sent by Texas State Library, or referred on the Network. If the material was placed on reserve the original requesting library was notified. The Major Resource Center followed up on Specific Requests by querying the State Library for information. This information was provided until the workload in handling these requests caused current in-coming requests to be further delayed.

The State Library did attempt establishment of Status Reporting on All Unfilled Requests. This procedure consisted of querying each Major Resource Center each Friday for a report on each request for which no report had been forwarded by that time to Texas State Library. Because of the large amount of time involved in following through and checking, the procedure was discontinued as a regular activity after several months. In order to check adequately so much time was involved that current in-coming requests suffered. With adequate personnel it is strongly hoped that this checking procedure can be resumed as a regular activity.

DATA COLLECTING AND REPORTING

The formulation of the Operating Plan and Action Program were recommended to improve Network efficiency and participating library efficiency. Instruction in procedures and visits to assigned libraries has clarified matters for improved Network and participating library efficiency. This effort could be made more uniform and workshops might prove helpful in reaching larger numbers with the same message.

The Preliminary Study recommended redesign and simplification of the Transaction Sheet. Because of the difficulty experienced in distributing and explaining the original Transaction Sheet no attempt was made to implement this suggestion during the second survey period. It was anticipated that the confusion resulting from this changeover would be reflected in the results of the Evaluation. The redesign suggested a multi-part form with multi-purpose use and adapatability to electronic data processing. Many of the participating libraries have achieved the effect of a multi-part form by mailing the existing Transaction Sheet, or a copy, to the requestor in the manner of the traditional ALA Interlibrary Loan form. The original Transaction Sheet also served the multi-purpose function for internal data collection as well as a source document for evaluation of the Communication Network. With the electronic data processing equipment available at the Texas State Library the existing Transaction Sheet is usable.

FUTURE EVALUATION

While the desirability of future evaluations is clearly recognized, no concrete decision for when and how this would be accomplished has been reached.

TEXAS STATE LIBRARY

Communication Network

Direct Cost - July 1969 Through December 1969

Fixed Direct Cost			
Telephone	$ 852		
Telex	3,782		
		$4,634	
Variable Direct Cost			
Telephone	2,561		
Telex	2,127		
		4,688	
Total Direct Cost			$9,322

Completed Transactions		
MRC Libraries	5,231	
Texas State Library	975	
Size II Libraries	1,213	
		7,419
Total Completed Transactions		7,419

Total Direct Cost/Completed Transactions

$\frac{\$9,322}{7,419}$ $1.25

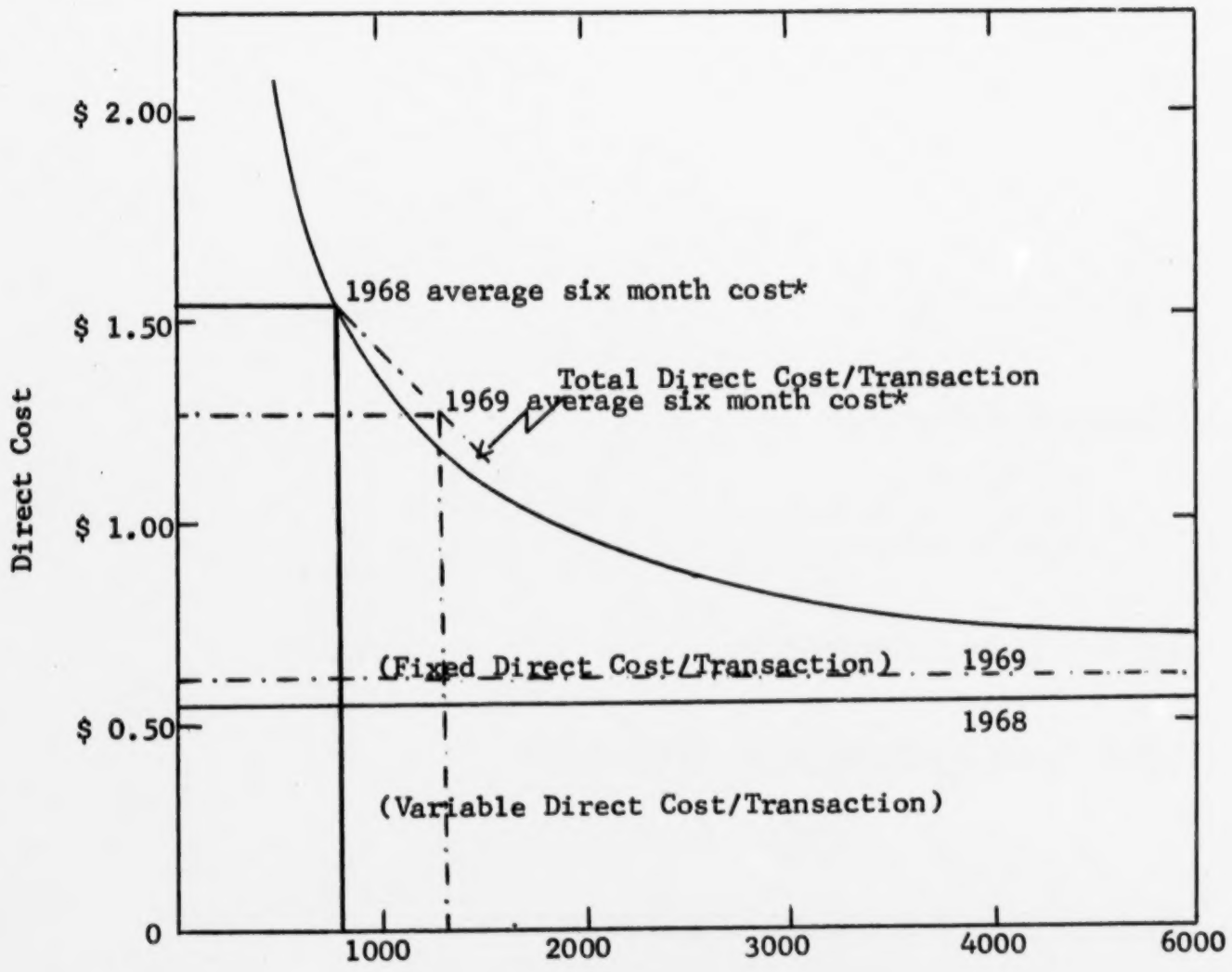
Variable Direct Cost/Completed Transaction

$\frac{\$9,322}{7,419}$ $ .63

Fixed Direct Cost/Completed Transaction

$\frac{\$9,322}{7,419}$ $ .62

Direct Cost/Completed Transaction For
Varying Levels of Network Use



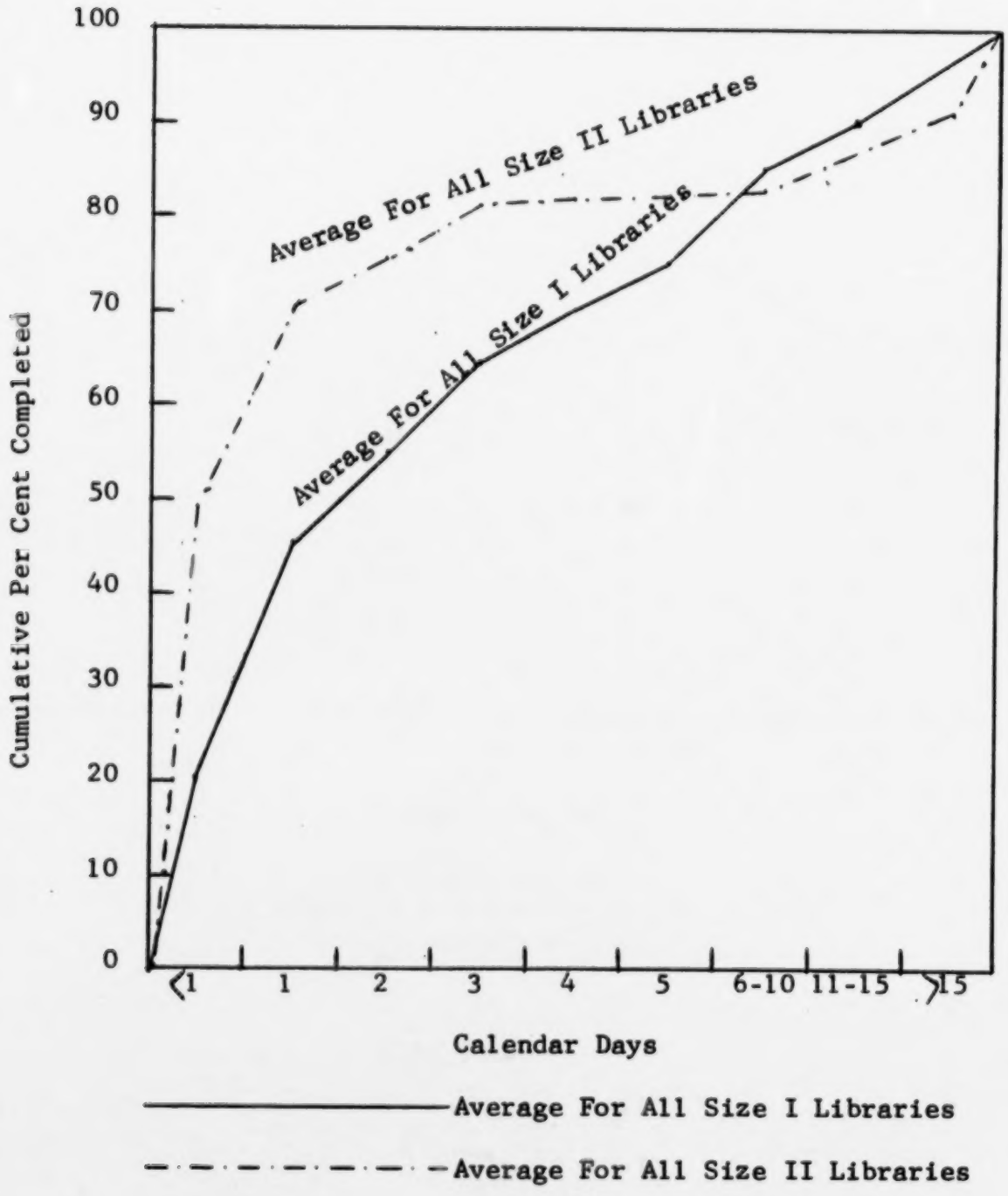
Number Of Completed Interlibrary
Transactions Per Month

————————1968 levels
—·—·—·—·—·—1969 levels

*These figures include only the costs of communication by Telex and telephone (monthly rental and toll charges).

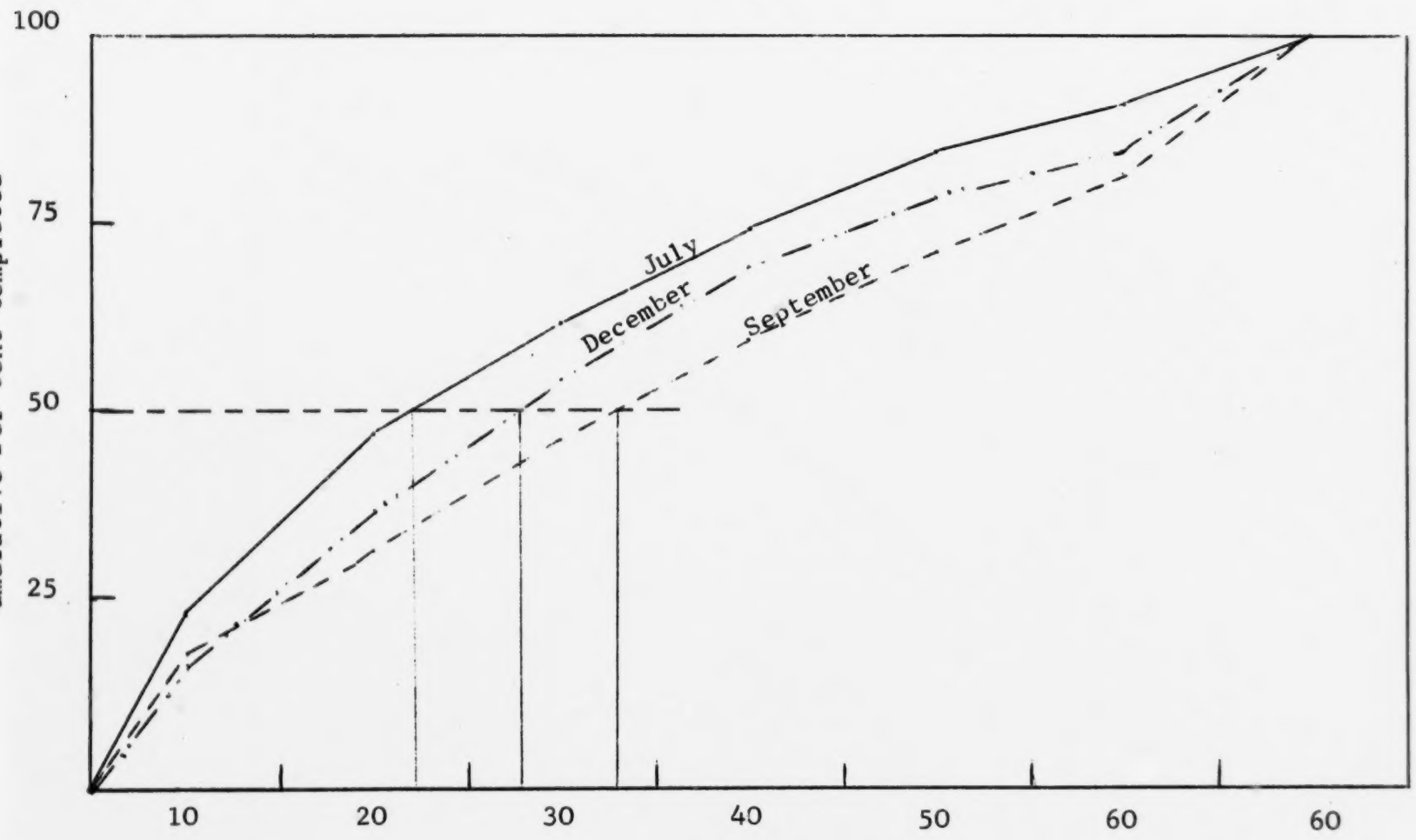
Time To Complete An Interlibrary Loan Request

Size I (MRC) and Size II Libraries



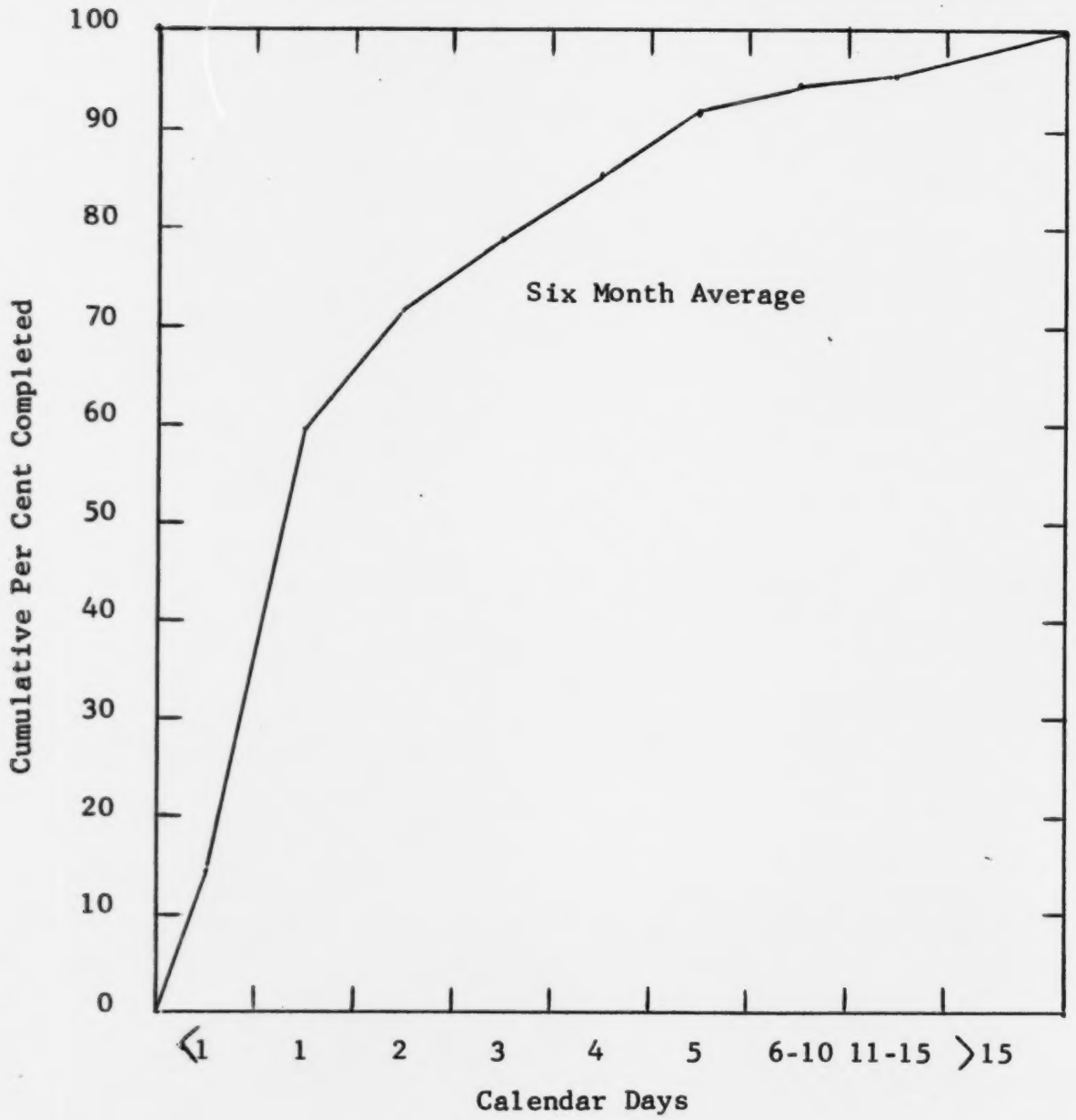
TEXAS STATE LIBRARY

Time To Complete an Inter-MRC Referral Through the Texas State Library Reference Division



TEXAS STATE LIBRARY

Time For Texas State Library Reference Division
To Complete Referral From Its Own Collection



REFERRALS FILLED PER 1,000 POPULATION
BY MRC FOR ITS AREA

SIZE I LIBRARY	REFERRALS/1,000 POPULATION	(COMPARISON OF) (PREVIOUS YEAR)
San Antonio	2.59	(1.98)
Amarillo	2.27	(1.14)
Austin	2.03	(.64)
Corpus Christi	1.69	(1.12)
El Paso	1.64	(.74)
Abilene	1.12	(.86)
Fort Worth	.61	(.52)
Houston	.46	(.48)
Lubbock	.45	(.20)
Dallas	.39	(.22)

TEXAS STATE LIBRARY

Interlibrary Title Requests Filled by TSL & Size I Libraries

Six Months (July 1969 - December 1969)

	HOU	DAL	FTW	SAN	ELP	AUS	CC	AMA	LUB	ABI	TSL	TOTAL
000	7	4		35	4	9	13	16	4	3	52	147
100	53	20	15	53	10	43	24	17	2	8	32	277
200	29	16	27	40	12	28	41	23	4	12	22	254
300	121	77	36	278	36	118	121	44	27	38	186	1,082
400	8	6	5	23	4	5	7	4		2	21	85
500	38	13	18	51	9	28	38	21	5	5	30	256
600	151	89	75	181	39	111	91	56	16	38	215	1,062
700	108	70	30	150	28	82	66	22	12	28	114	710
800	84	32	22	119	33	47	54	51	4	26	44	516
900 Except Texana	55	45	53	212	53	100	51	43	13	46	98	769
Texana	14	6	7	26	23	14	13	13	2	1	42	161
Genealogy	2	1	10	8	1	4		1		1	21	49
Fiction	56	46	56	218	45	173	114	69	24	37	2	840
Biog.	39	35	16	129	18	32	31	29	18	22	47	416
Gov. Doc.	5	4	1		11	1	16	1	10		93	142
Periodical	16	9	11	48	5	8	17	25	6	--	37	182
Total	786	473	382	1,571	331	803	697	435	147	267	1,056	6,948

TEXAS STATE LIBRARY COMMUNICATION NETWORK TRANSACTION SHEET

Exhibit A

IDENTIFICATION

1. Date: 2. Time: 3. Name of Referral Library:

4. Name of original requesting library:

5. Request received by ( ) telephone ( ) TELEX ( ) Mail ( ) in person

6. Patron's Status: 1. ( ) General interest/miscellany 2. ( ) clubwoman
3. ( ) businessman 4. ( ) professional 5. ( ) H.S. student 6. ( ) college student
7. ( ) graduate student 8. ( ) genealogist 9. ( ) not given

REQUEST FOR SPECIFIC TITLE

1. Author (or periodical title, vol. & date)

2. Title (with author & pages for periodical article) inc. ed., pub. (name,place,date)

3. Source of information:
4. Verified: In:
Tried in:

5. Call No. _____

Acc. or copy No. _____

6. Not needed after _____
(date)

7. Substitute acceptable _____ Substitute supplied _____ Call No. _____

Author:
Title:

Acc. or copy No. _____

- - - -

COPY OF QUESTIONNAIRE

EVALUATION OF COMMUNICATION NETWORK

RATE THE COMMUNICATION NETWORK ON ITS PRESENT ABILITY TO:

	Excellent	Good	Fair	Poor	Nil
Encourage Interlibrary Loans	14	22	5	1	
Foster Interlibrary Cooperation	16	21	5	1	1
Speed Up Interlibrary Loans	5	13	15	7	2
Improve Customer Satisfaction	7	16	15	4	1
Assist in Identifying Strengths of Collection	8	19	12	1	3
Assist in Identifying Weaknesses of Collection	10	21	10	1	1
Encourage Improvement of Local Library Resources	9	21	11	1	1
RATE THE PRESENT OVERALL EFFECTIVENESS OF THE NETWORK	6	19	12	2	

RATE THE COMMUNICATION NETWORK ON IT'S POTENTIAL ABILITY TO:

	Excellent	Good	Fair	Poor	Nil
Encourage Interlibrary Loans	34	6	3		
Foster Interlibrary Cooperation	31	9	2		1
Speed Up Interlibrary Loans	24	12	5		
Improve Customer Satisfaction	25	16	2		
Assist in Identifying Strengths of Collection	19	20	2		1
Assist in Identifying Weaknesses of Collection	19	21	1		
Encourage Improvement of Local Library Resources	20	20	2		
RATE THE POTENTIAL OVERALL EFFECTIVENESS OF THE NETWORK	21	21			

HAVE YOU ENCOURAGED NETWORK USAGE BY PATRONS?

	Strongly	Moderately	Weakly	Not at all
MRC	3	7		
II	13	5		
III	14	1		
Total	30	13		

HAVE YOU ENCOURAGED NETWORK USAGE BY OTHER LIBRARIES?

	Strongly	Moderately	Weakly	Not at all
MRC	6	4		
II	12	6		
III	5	2	4	4
Total	23	12	4	4

WHAT IS A REALISTIC GOAL WHICH SHOULD BE ACHIEVED BY THE END OF CALENDAR YEAR 1970, FOR THE AVERAGE TIME FROM REQUEST TO LOCATION OF MATERIAL?

	1 Hour	½ Day	1 Day	2 Days	3 Days	4 Days	4 Days +
MRC			1	3	1	5	
II			2	6	4	5	1
III			3	3	5	4	—
Total			6	12	10	14	1

DOES THE PUBLIC SEE YOUR TELEX IN OPERATION?

Yes	Partially	No
2	2	6

EXHIBIT C

QUESTIONNAIRE RESPONSE

In response to "Please list the elements which, in your opinion, would strengthen Network operation".

Most frequently the MRCs listed strong, enforceable policy; more staff (clerical and professional); additional TSL Telex; book catalogs of all MRCs; better MRC screening of requests; and field visits by State Library and MRC staff. Other suggestions included strengthening of MRC collections; improved reporting procedure; prompter TSL and MRC reply; simultaneous query; lateral requests; more publicity; title substitution; lists of sources checked for subjects; TSL function only as switching center; survey to expedite TSL service; fewer unfilled requests and greater depth of service. Of these the MRCs indicated they could supply more staff, better collections, expedited service, suggestions for policy and procedures, make field visits,place lateral requests and provide local names of ILL personnel.

The Size IIs included faster service most frequently. Others were lateral referral; more TSL and MRC staff; additional Network Interface; better reporting; and van delivery. Those mentioned once: accuracy, better information on requests, union

lists, redistribution of assignments, revision of call time, performance standards, better screening, visits to field, elimination of paperwork and providing MRC with local rubberstamp address. Locally they could provide faster service, form cards, visits, indicate scope for specific referral and refer direct.

The Size IIIs included faster service most frequently. Those mentioned once were: lateral access, better status reporting, better regulations, biweekly status report from TSL, workshops, more MRC staff, more patrons, union lists, less cost and checklists of unusual collections. Locally they could: indicate own resources for lists, improve verification, identify patron status and reading level better, publicize, educate patrons about the Network and provide information about local resources to TSL.

The specific suggestions for improving Network performance in various areas were:

For Interlibrary Cooperation -

The MRCs suggested semi-annual meetings of Interlibrary Loan personnel, development of more union catalogs, full-time MRC extension staff in the field, uniform policies, publicity, faster loans, improved communications between TSL and MRC personnel, interface at city level, national Networks, additional interface with networks, abiding with regulations of lending unit, performance standards, better public relations with assigned Size II and III Libraries and more workshops of Network service and use.

The Size II Libraries suggested more lateral telephone use, promptness in filling requests, more reference material circulated for "in-library use", better verification at Size III level, more prompt MRC response, standardized form for Size IIIs to use in referral, meetings with MRC personnel for better understanding of Network procedures and use, faster service at TSL and MRC level, no Title I grants to libraries offering poor service, reciprocal borrowers cards, more communications through meetings, newsletters, etc., help Size III Libraries not using service and the Size III Libraries suggested not sending out-of-date or nonpertinent material and building subject collections in each library with borrowing privileges for all.

For Speed of Interlibrary Loans -

The MRCs suggested prompter replies, enforcing 24 hour answer-back, more precise identification of patron status and reading level, two Telex machines at Texas State Library, provide verification tools to Size II and III Libraries (or hire a verifier at switching center), more direct contacts, state acceptability of editions, more efficient reserve procedures, improve notification techniques, train area librarians for Network service, more MRC staff, better MRC verification, union catalogs, go outside Network for specialized requests, simultaneous query, adopt and distribute book catalogs.

The Size II Libraries suggested adherence to "not needed after" date, MRC report back by third day on each request, give Size II verification tools, go only to big MRCs on referrals, improve MRC speed, call when request has been filled, do not charge two-way postage, minimize record-keeping, have patron pay only for

special handling, complete information requested on Transaction Sheets, complete requests in order received.

The Size III Libraries suggested rushing "Rush" requests and being able to call requests direct where it seems likely to be filled.

Cost of Interlibrary Loans -

The MRCs suggested cleaning-up reporting procedure, do not supply from more than one library, more use of codes and abbreviations on Telex, MRC should absorb patron cost, System Study financed by MRCs, employment of more MRC clerical personnel, simplify routines, and abandon Telex for the U.S. mail.

The Size II Libraries suggested reduction of time spent on school projects, making complete information when request is called in, limit price level of all items requested, let patron pay, have more efficient personnel, utilize bus service for delivery and let Size II library absorb costs for service.

The Size III Libraries made no suggestions.

Customer Satisfaction -

The MRCs suggested increased speed, status reporting on all requests, better explanation of Network service, more substitutions, filling more requests, better document reproduction and transfer, greater depth of service, workshops for Size II Libraries, preparation of area-wide publicity, cooperative acquisitions, and larger book collections.

The Size II Libraries suggested speed, addition of more forms of media in filling requests, care in relaying requests, better appreciation and more publicity.

The Size III Libraries suggested better reporting, increased speed in filling, and a caution about overadvertising.

How are invalid requests controlled? -

The MRCs refuse to forward and refuse to honor invalid requests but explain policy, encourage substitution, consider for local purchase, and provide patron with order information on paperbacks.

The Size II Libraries reject invalid requests but explain policy, suggest substitution, buy paperbacks and give patron order information on paperbacks.

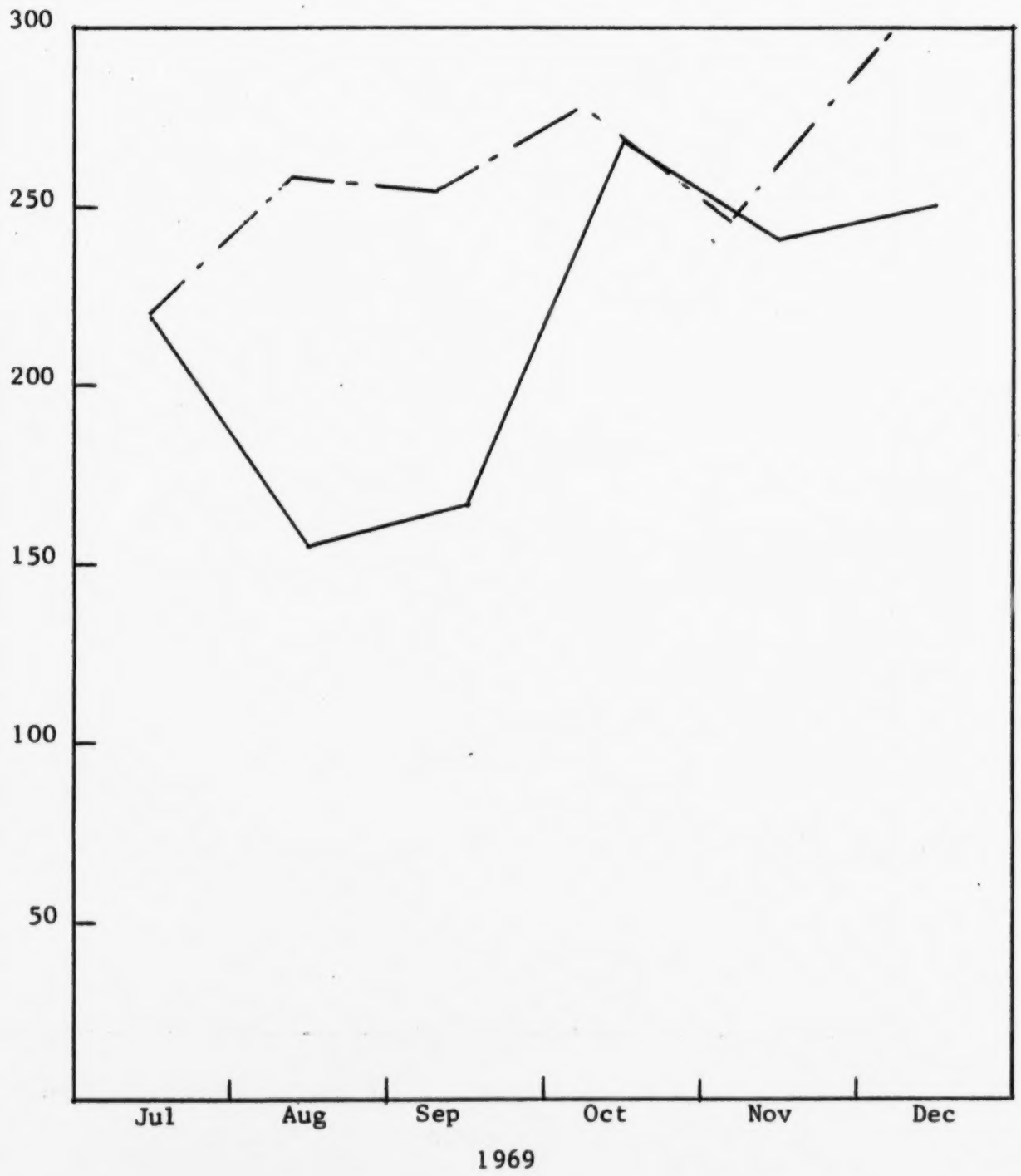
The Size III Libraries explain policy, try to purchase, suggest substitutes and give patron order information on paperbacks.

Because several suggestions were made by all sizes of libraries for book catalogs and union lists the Austin Public Library was asked to comment on its experience with the catalog of their collection: "The Austin Public Library distributes its

Book Catalog three times a year to the thirty Size II and III public libraries in its 18-county MRC area. Librarians in these libraries have found the book catalogs useful: for finding and verifying interlibrary loan requests, in locating subject material for researchers and students, as a selection tool in book selection, and as an aid in cataloging their own collections." In addition, it was pointed out that the catalogs are widely used as a bibliographic tool for the smaller size public libraries which have no other tools.

Exhibit D

Number of Referrals by The Texas State Library
Reference Division filled by Size I (MRC Library)

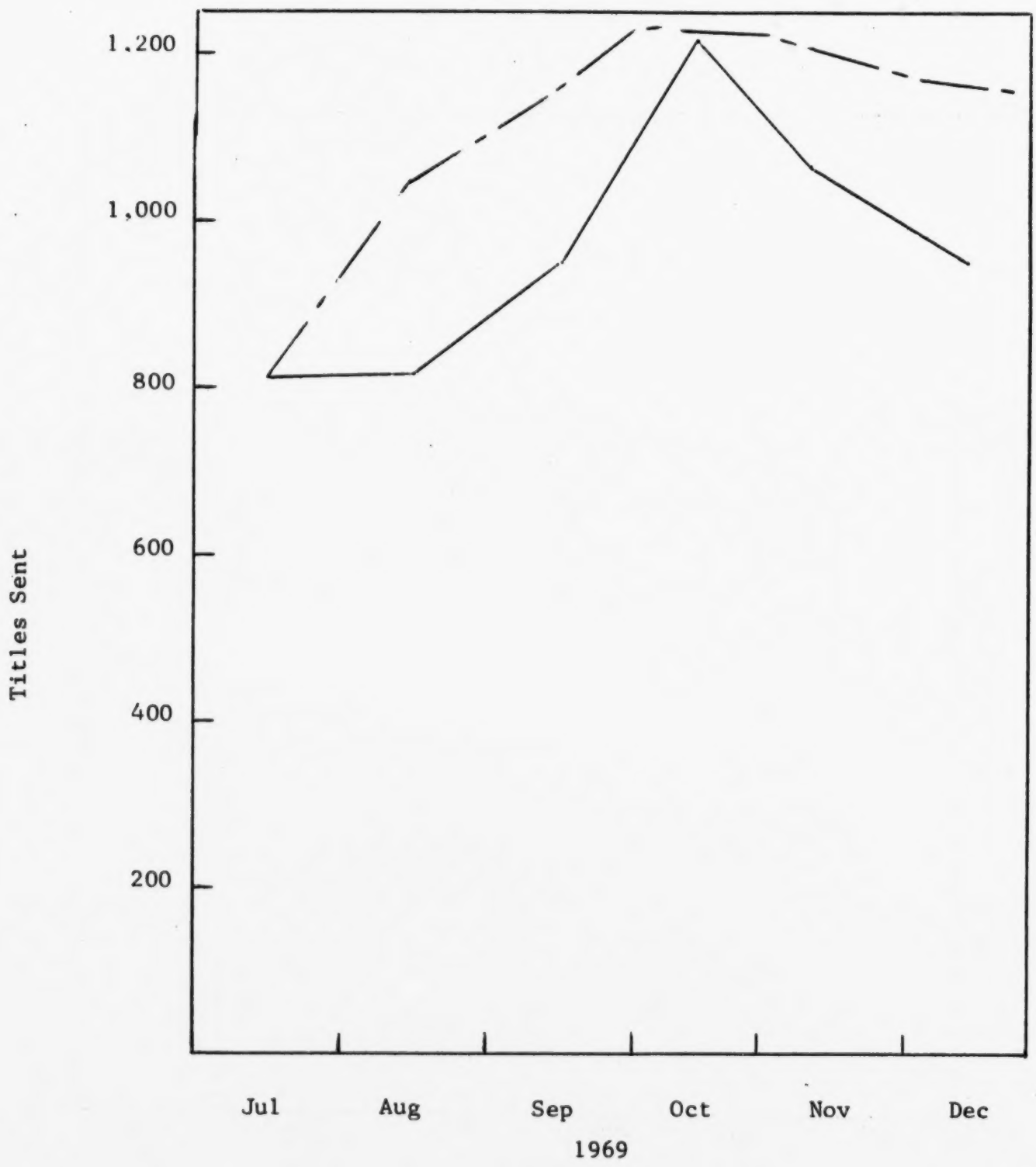


Note: Adjusted Quantities Based Upon Library Circulation Figures Available At Time Report Was Prepared

— · — · — Adjusted
——————— Actual

Exhibit E

Titles Sent by Size I (MRC) Libraries

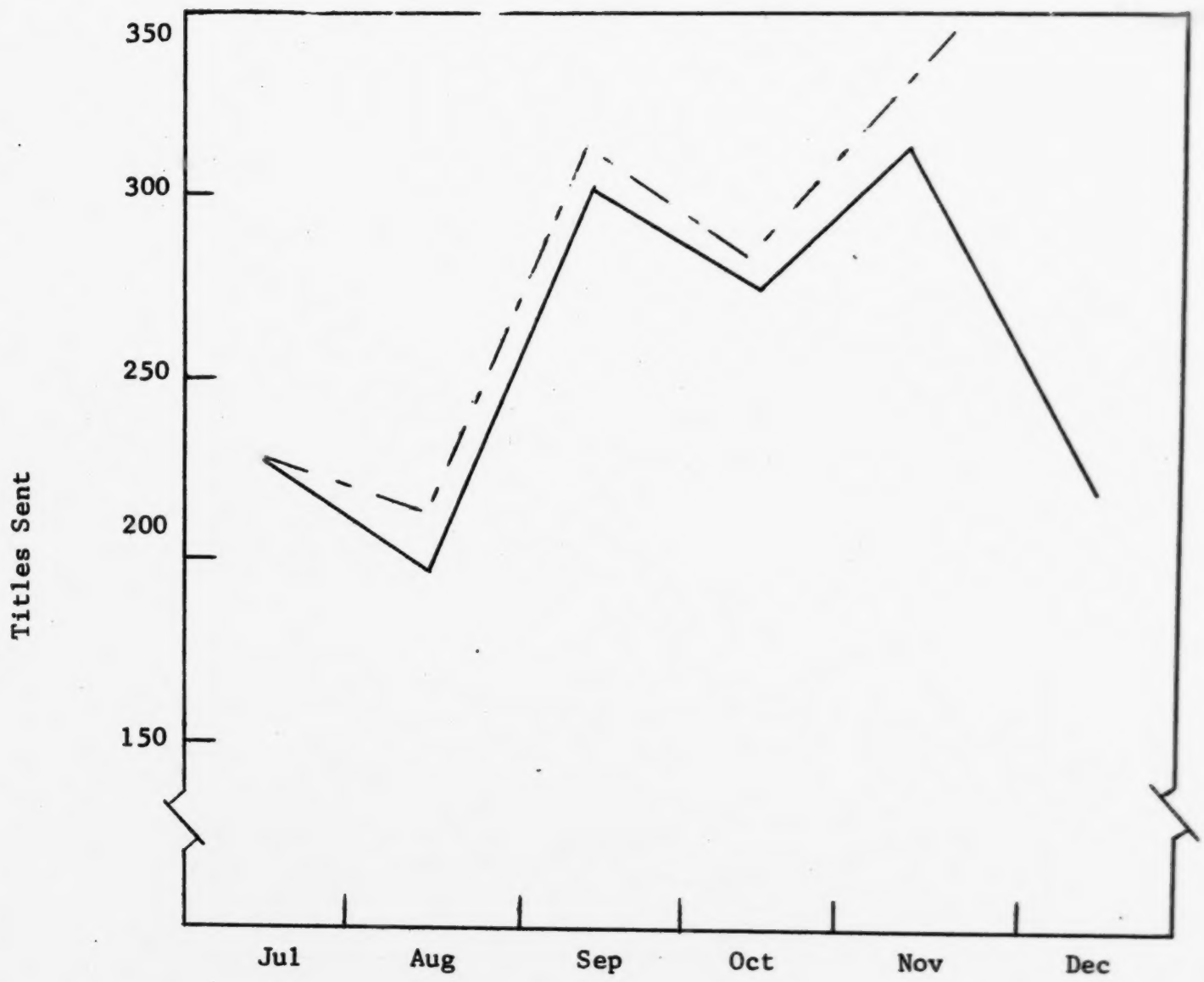


Note: Adjusted Quantities Based Upon Library Circulation Figures Availabile At Time Report Was Prepared

—— - —— - — Adjusted
———————— Actual

Exhibit F

Titles Sent By Size II Libraries



Note: Adjusted Quantities Based Upon Library Circulation Figures Available At Time Report Was Prepared

Actual ————————————

Adjusted —— - —— - ——

Exhibit G

Major Resource Center Circulation

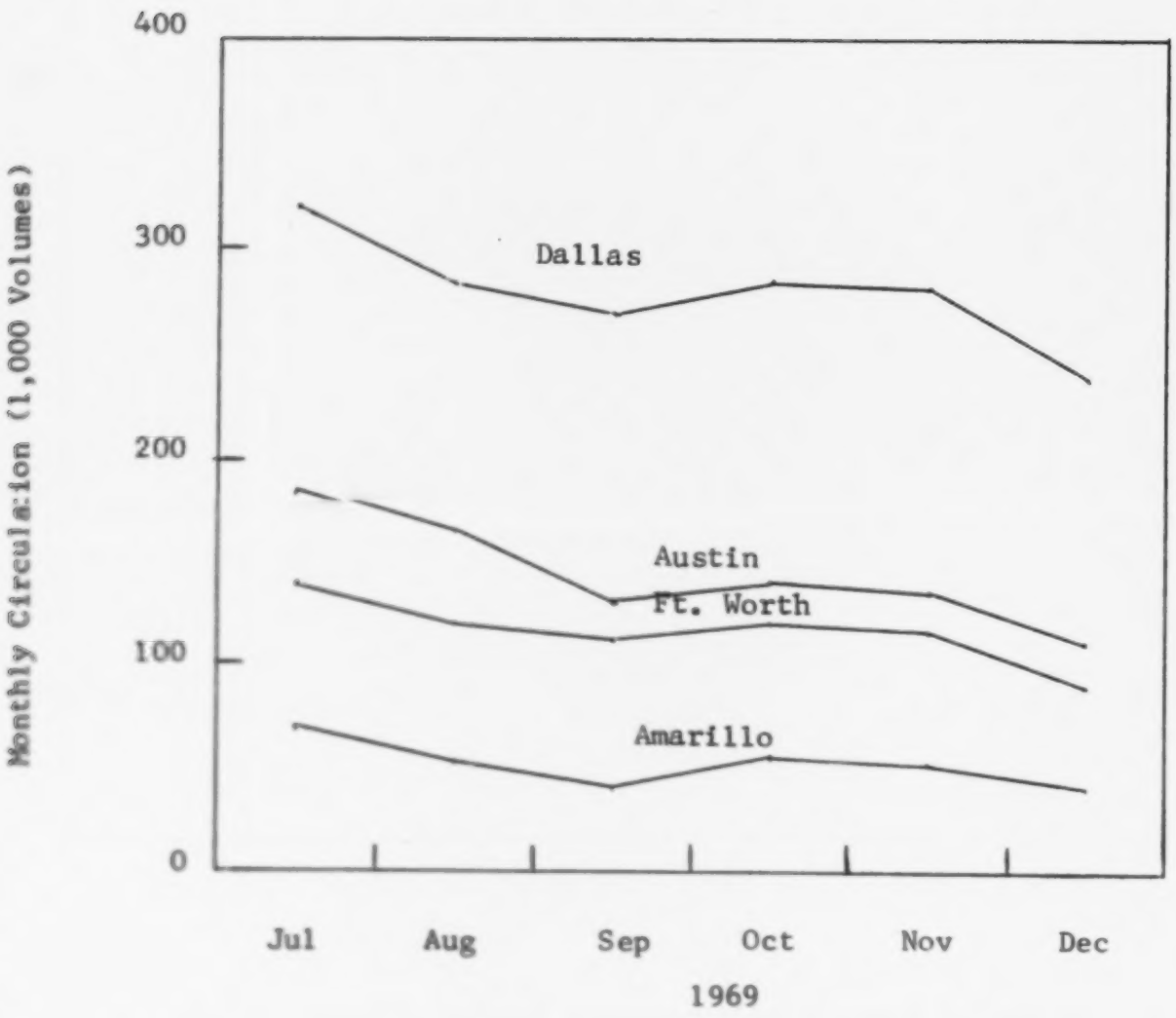


Exhibit H

Size I Libraries Which Filled More Interlibrary Title Requests by Category Than They Requested

(Six Months - July 1969 - December 1969)

Size I Libraries

REQUEST CATEGORY (DEWEY CLASSIFICATION)	HOU	DAL	FTW	SAN	ELP	AUS	CC	AMA	LUB	ABI
000				33		4	6	15		3
100	40	12	10	35	6	10		9		4
200	12	15	24	26	10	6	4	20		10
300	71	55	21	232	23	31	9	26		33
400		4		18						2
500	27	6	11	47	7	11	26	13		4
600	99	69	59	151	13	15		17		31
700	86	55	15	124	26	17	8	8		26
800	61	25	16	113	20	30		39		26
900) Except) Texana)	18	40	44	182	40	47		22		35
Texana	6	4	5	18	23			2		
Genealogy	2	1	6	1						
Fiction	27	35	53	177	41	91	78	55		37
Biog.	20	18	13	118	18		5	19		17
Gov. Doc.		5	1		6					
Total	469	344	278	1,275	233	262	136	245		228

Exhibit I

Size I Libraries Which Requested More Titles by Category Than They Filled

(Six Months - July 1969 - December 1969)

Size I Libraries

REQUEST CATEGORY (DEWEY CLASSIFICATION)	HOU	DAL	FTW	SAN	ELP	AUS	CC	AMA	LUB	ABI
000	1		12		4				12	
100							10		29	
200									22	
300									48	
400			1		4	2	23	3	18	
500									14	
600							1		84	
700									53	
800									26	
900) Except) Texana)							4		30	
Texana							5		9	2
Genealogy					5	11	7	2	3	4
Fiction									54	
Bio.						1			22	
Gov. Doc.	12			1		3	25	15	21	
Total	13		13	1	13	17	75	20	445	6

Exhibit J

NETWORK USE STATISTICS

	(July 1969-December 1969) Library Size		(July 1968-December 1968) Library Size	
	I	II	I	II
Number of Reference Questions Answered	112	247	116	21
Number of Titles Sent	5,690	1,556	3,888	1,050
Method of Request				
Telephone	3,126	969	1,685	496
Telex	1,212	NA	798	
Mail	413	142	542	115
In person	170	108	161	165
Patron Status				
General Interest	2,097	435	973	321
Club Member	188	76	104	32
Businessman	200	60	183	31
Professional	671	183	421	76
High School Student	475	175	179	115
College Student	457	106	235	59
Graduate Student	122	10	48	1
Genealogist	73	7	17	2
Unknown	601	194	1,026	144
General Request Category				
Adult Nonfiction	4,706	1,241	2,585	595
Adult Fiction	719	168	291	99
Young Adult and Juvenile	322	94	8	12
Xerox Copies	327	278	NA	NA
A-V materials	70	1	NA	NA
Microform	5	3	NA	NA
Paperback	1	42	8	12

Part II

COMMENTS ON TRANSACTION SHEETS

Introduction

The establishment and development of the Network was fully described in the Preliminary Evaluation. The only significant change has been in the interfacing arranged with the Texas Information Exchange Network. However, this contract began in December 1969 and had no significant effect on the services of the Network during the third six months of operation. It is expected that the more academic, scholarly requests which are somewhat beyond the scope of a general public library collection will be referred to the participating members of the Texas Information Exchange through the University of Texas at Austin. Other cooperating universities are: Baylor University, North Texas State University, Rice University, Southern Methodist University, Texas A & M University, Texas Tech University, Texas Woman's University, the University of Houston and the University of Texas at Arlington. Studies and consideration of means for additional interfacing with non-public libraries are in process at the present time. It is hoped that these steps will prepare the way for additional interfacing with multiple Network contracts in the future.

Use of the Network

As in the Preliminary Evaluation it is expected that some readers will be interested in more specific information about the Transaction Sheets and in the performance of the participating libraries as reflected through these Sheets.

During the period covered by this survey (July, 1969 through December 31, 1969), 77% (as contrasted with 70.6% in 1968) of the public libraries operating at the time received service through the Network (no unfilled requests are included in this calculation). Of this number 32 used the Network only once, 88 between 2 and 10 times. Fifteen libraries used the Network more than 100 times. Bryan placed the largest number of requests (293). Other libraries using the Network over 100 times were Aransas Pass (167), Yoakum (164), Pasadena (147), Lubbock (144), Killeen (136), Amarillo (135), Austin (135), Baytown (126), Crystal City (113), McAllen (109), Seguin (107), Friona (102) and Galveston (102). It is apparent from these use statistics in each evaluation period that the Network is considered a natural and useful extension of the local library collection; most libraries are using it, and using it on a more regular basis as shown in the 1969 figures.

The volume of use continues to vary widely by individual libraries. Twenty-four per cent did not use the Network during the third six months of operation. The following table compares 1968 and 1969 usage levels:

Number of times used	% of the public libraries using Network at this level	
	7/68 - 12/68	7/69 - 12/69
100 (or more)	3.1%	4%
50 - 99	4.5%	7%
25 - 49	8.5%	12%
10 - 24	13.0%	21%
5 - 9	13.6%	12%
1 - 4	27.9%	20%
0	29.4%	24%

Reader Interests

Consideration and tabulation of the Transaction Sheets pointed out, as expected, that patrons of Texas public libraries request an enormous variety of books and subject information. Analysis of these Sheets shows certain titles and subject areas are in more frequent demand. The following lists of titles and subjects are an informal guide; they are presented in no particular order and are included only in the hope they may be of some use to Interlibrary Loan personnel as most were requested more than once in each MRC service area:

Titles

The Absorbent Mind by Montessori
Human Sexual Response by Masters & Johnson
Body, Mind and Sugar by Abrahamson
My Shadow Ran Fast by Sands
Do You Sleep in the Nude? by Reed
Shadow Children by Ellingson
I've Got to Talk to Somebody, God by Holmes
Extraordinary Popular Delusions and the Madness of Crowds by Mackay
Growing Up Absurd by Goodman
High School Equivalency Diploma Tests by Arco
2,001 - A Space Odyssey by Clarke
Fortunate Pilgrim by Puzo
Titles in Ring Series by Tolkien
Titles by Edgar Cayce
Titles by Rod McKuen
Titles published by Arco
Workbench Magazine (useful "how-to" ideas)

Subjects

The Mafia and organized crime
FBI-CIA
Taxidermy
Ghost-hunting
Fortune-telling
Gymnastics (for men and women)
Glass (old and new)
Waste disposal
Clocks and timepieces
Business Management
Mobile home parks (planning and running a business)
Astrology
Dreams
Reincarnation
Dyslexia
Salesmanship
Biographies of people in current events, plays and movies
Hands (sign language and palmistry)
Victorian poetry
Mental health and retardation
Vocational and career information

The Transaction Sheets

The quality of the Transaction Sheets submitted by the Texas State Library, the Major Resource Centers and the Size II libraries for this evaluation was greatly improved and facilitated the tabulation made this year. The information submitted on the Transaction Sheets was much more complete, affording a more reliable basis to perform the analysis and tabulations. Transaction Sheets representing unfilled requests were not called for in the 1968 Study, but a number were voluntarily submitted. Their analysis yielded such an interesting perspective that all participants were asked to send Transactions Sheets for unfilled as well as filled requests for the 1969 Study. From this information, a better-formed picture of each unit and the total Network emerged.

Turnaround time is a critical factor in consideration of Network efficiency. Averaging all requests filled at any level of the Texas State Library Communication Network shows that 67% were filled in three days or less. When the requested material cannot be located immediately the response time appears to be less rapid. The tendency of Interlibrary Loan Librarians to spend more time in searching before responding negatively is borne out. This tendency expresses quality of service, but affects total turnaround time.

Texas State Library

The Texas State Library received 2,875 requests. Of these 975 were filled by the Reference Division, 1,353 were filled by referral and 547 were unfilled.

In response to those inquiries filled at Texas State Library, 1,424 pieces of material including photocopies, vertical file material and material for the blind were sent. In addition to books and Government Documents, reference questions were answered and messages sent. No charge is made for photocopying done by the Reference Division; 247 exposures were sent. The Corpus Christi MRC received 78 exposures and Lubbock MRC received 67. Ninety-three Government Document items, 46 pieces of vertical file and 74 items for blind readers were sent.

In the following list of MRC service areas receiving material from the Texas State Library, the order is established according to the number of title requests filled.

Corpus Christi	341	Amarillo	101
Lubbock	332	El Paso	67
San Antonio	192	Dallas	50
Austin	170	Ft. Worth	32
Houston	129	Abilene	20

The Texas State Library referred 1,353 requests from the public libraries in the state to the MRCs and other libraries both in and outside Texas. Of these, 207 were for fiction titles (fiction is not purchased by Texas State Library Reference Division) but it is notable that 204 requests were in the area of the 600s and 184 were in the area of the 300s. A closer survey of these referred requests points out an area where book purchasing may be indicated.

A comparison of filled, referred and filled, and unfilled requests is presented on the chart on page 40. Of the 547 unfilled requests, 46 were non-circulating in at least one MRC; 18 were too new; 8 could be purchased in paperback form; 112 were cancelled by patrons at varying dates; and 4 were for films.* Most of the unfilled requests were of a scholarly nature and had an early publication date. Many were genealogy, educational or other areas in which public libraries do not have strong collections or circulate materials. Of the 547 unfilled requests, 130 were unverified.

*The majority (357) of the requests which could not be filled were unfilled because the material was simply "Not owned".

Time to complete a request referred through the Texas State Library showed extremes. If the Texas State Library Reference Division had the material, 78.3% of the requests it filled were completed in three days or less; 93% were completed in fifteen days, or less.

Turnaround time for requests filled by referral through the Reference Division to other libraries took longer. For these, in addition to checking the Texas State Library holdings, some verifications were checked or made before Telex tapes were prepared and selection of the library to query first was made. On the basis of a sample this process showed the greatest degree of extremes in time, from the next day after receipt to three months. After the request was referred, the MRC reported back. This time lapse varied from same day to three months, but 50% were answered within two days and 75% within four days. If the MRC queried did not have the material, a time lapse was noted before the tape was sent again. This time also varied from same day to thirty days; at the end of five days 75% had been requeried. These last two steps were repeated each time an additional query was made. But the average time required to send all requests through this process was 36.653 days. If the request had gone through this process and could not be filled at the Texas State Library, a Major Resource Center or other library, an average of 63.88 days elapsed before a notification could be sent to the originating library.

Major Resource Centers

The Major Resource Centers submitted Transaction Sheets representing 5,231 filled requests versus 6,613 unfilled requests. The unfilled includes Telex requests, but only four MRCs sent the unfilled Telex sheets for analysis. Requests for local and area patrons totaled 1,005 of which 877 were referred on the Texas State Library Communication Network and 128 were referred outside the Network.

In response to the requests sent to the MRCs 122 reference questions were answered; 5,690 books, 322 photocopies, 75 vertical file items, 70 audio-visual items and five microform pieces were sent. Special attention was paid this year to foreign language requests--most notable was the search for auto repair and refrigeration/air-conditioning manuals in Spanish, both of which were eventually supplied. More than fifty items in Spanish, plus French, Polish and Czech (Croatian) language items were supplied. There was a considerable circulation of juvenile material, particularly within the MRC areas, but most were sent to persons with professional or graduate student status indicated on the Transaction Sheets. Numerous juvenile non-fiction items were sent by the MRCs to libraries within their service area, particularly in response to subject requests. There were also a large number of requests in the field of education which were not filled--the majority of these dealt with technical aspects of education which would be more properly found in a teacher's college library rather than in a public library.

In studying the unfilled Transaction Sheets there was a feeling, particularly on those which indicated the book requested was in use, that many Transaction Sheets were duplicates of sheets representing filled requests. Also, some

were repetitions of requests that had not been filled earlier. When readily comparable, duplicate sheets were weeded out, but most could not be correlated easily. Comments on the volume and general subject fields referred on to the Network by particular MRCs are noted in the following discussion on each MRC. In considering subjects in which an MRC seems weak, it should be remembered that an intensive study of one topic by an individual patron, the interest generated by an extension class, or a bibliography in a current magazine can often distort the picture of the library's adequacy in any subject field (e.g., the request of seven titles on advanced Chinese language study for a Lubbock "high school student").

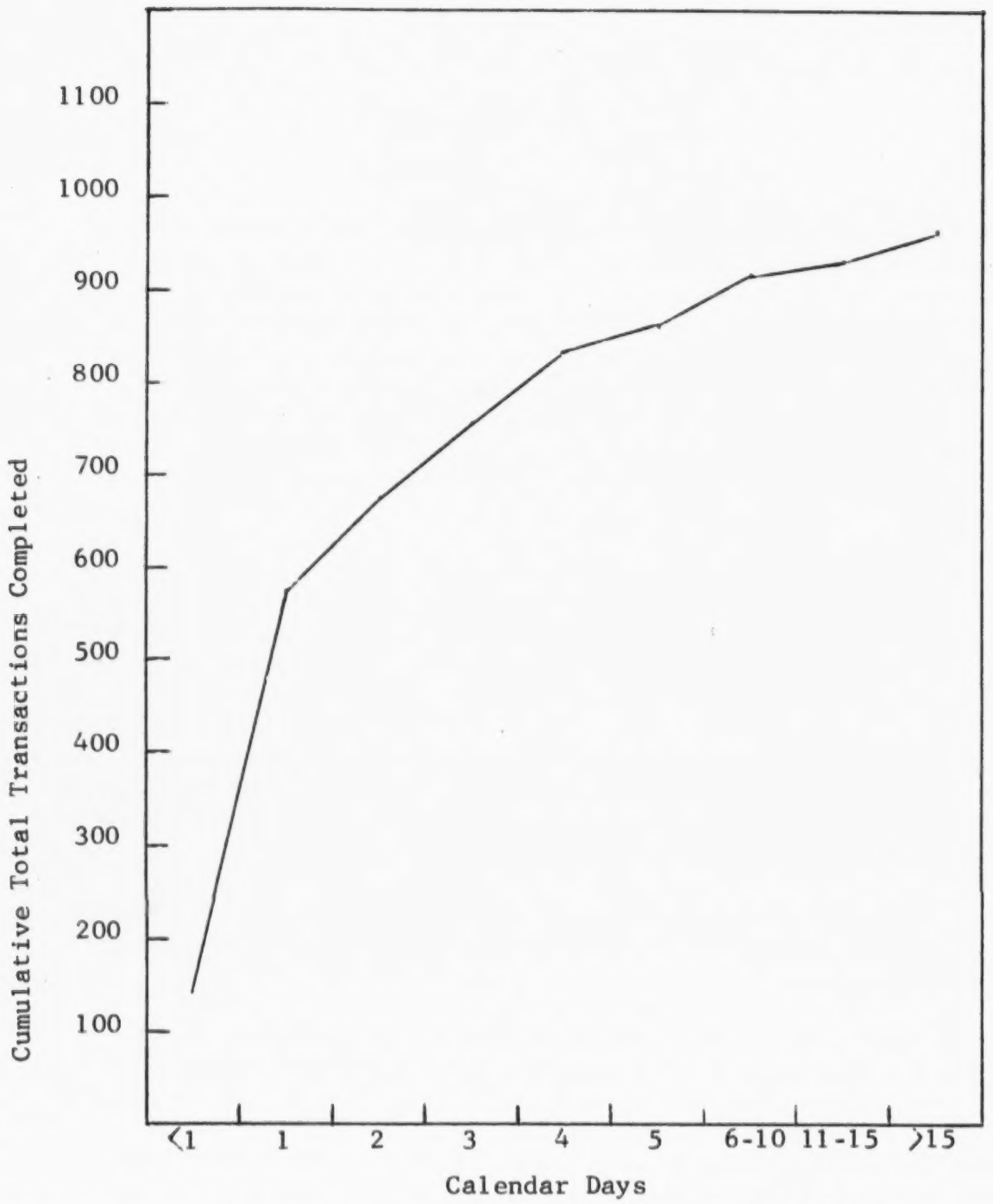
While a number of the unfilled requests were for titles which were sought because of the particular viewpoint expressed (notable in the subject areas of contemporary problems and of personal adjustment to life; also in regard to technical reports), there remain numerous examples in which patrons might have been satisfied by judicious use of substitutes.

Finally, the importance of professional review of unfilled requests cannot be overemphasized. Was The Gilded Age by Mark Twain not owned by Houston, or was it not sent because someone searched for The Guilded Age? And was the request for "Ivid" a garbled version of Ovid, or a request for "ibid"?

A study of turnaround time for the MRCs showed that an average of 21% of all requests filled were completed on the day received; 46% in one day; 55% in two days; and 64% in three days.

The Network participation of each Major Resource Center is detailed on the following pages which contain a graph and summary for each Major Resource Center. The graph shows the turnaround time for all requests filled by that Major Resource Center from assigned libraries and from the Telex. On the pages for individual MRCs the breakdown of "Total requests received" shows those which were filled, and those which were not filled at that particular MRC. Many of the unfilled were filled in subsequent referrals. A summary chart on page 51 follows which details the services of each MRC to its assigned libraries.

TEXAS STATE LIBRARY



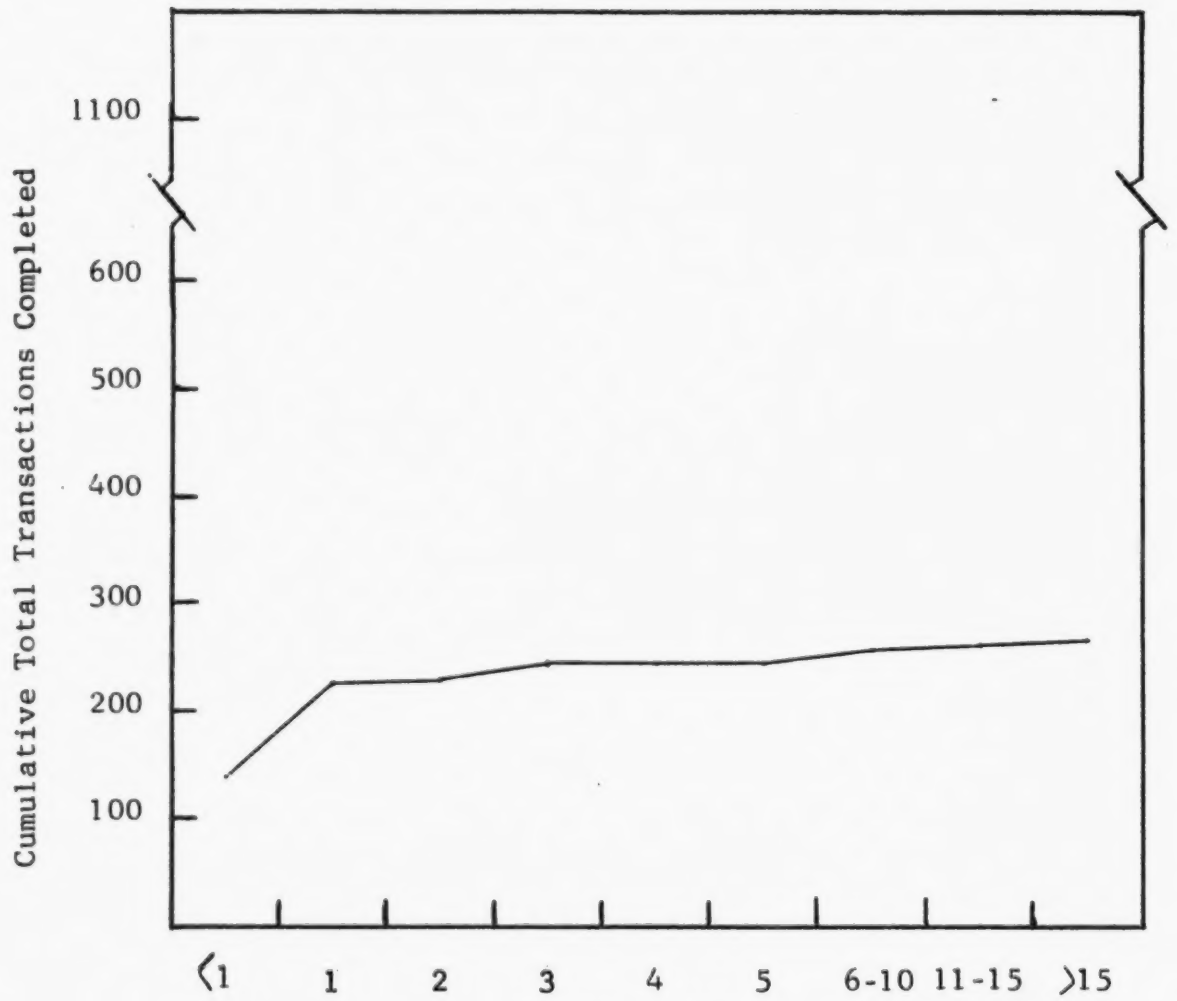
Total requests received	2,875		
	filled	unfilled	
	975	547	
Requests forwarded to other libraries	1353		

Materials sent:

Reference Questions Answered	30
Books	916
Government Documents	93
Photocopies	246
Blind Division	74
Vertical File	46

Unfilled because	Telex
Too new	18
Non Circulating	46
Cancelled	112
Paperback	8
Reference Question	7
Not owned	357
Filled within 3 days or less	759 (78.3%)
Time unknown	7

Turnaround time: Excellent when filled at TSL. Over 69% of filled requests were filled in two days time.



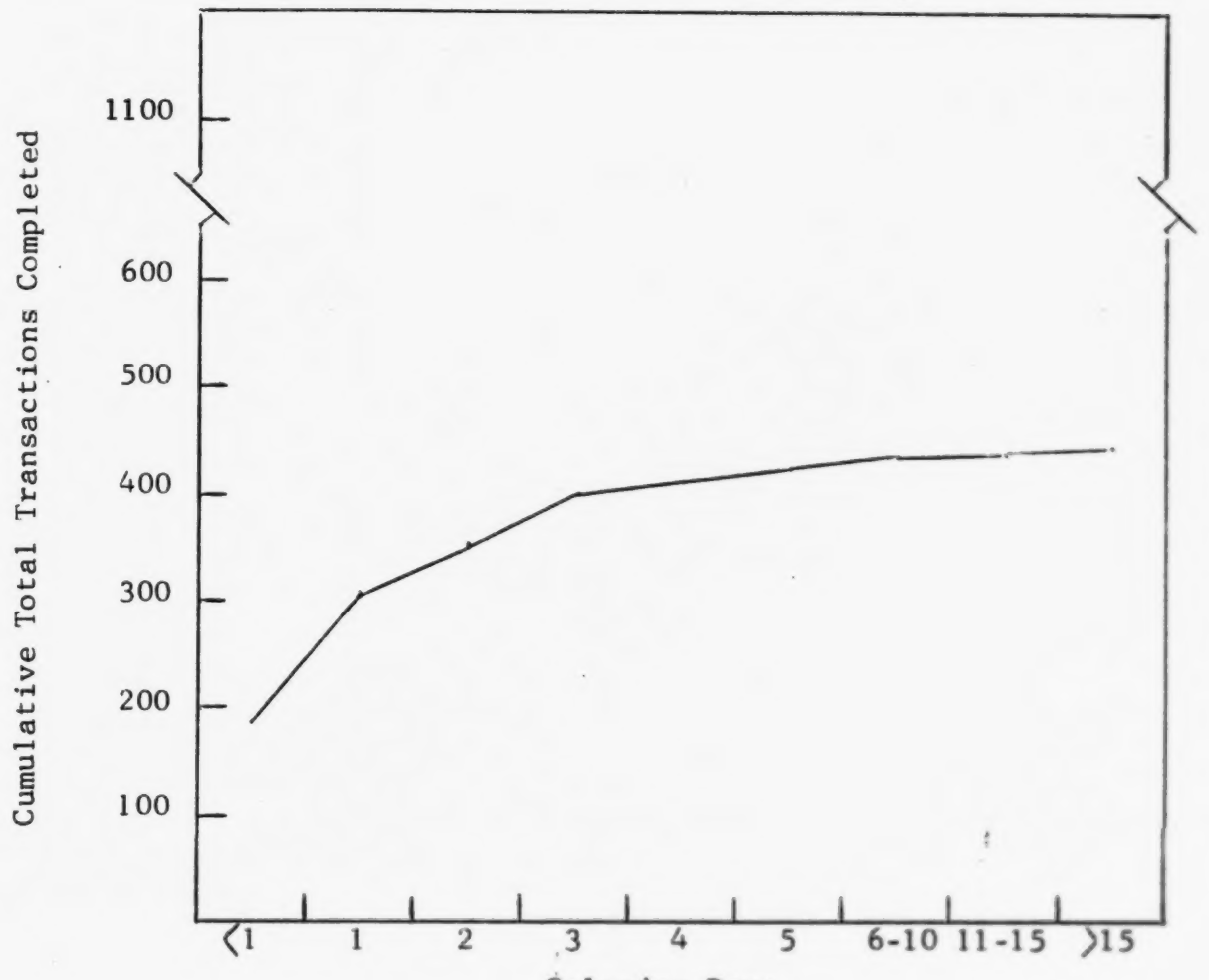
	filled	unfilled
Total requests received	1837	
From MRC Area	125	176
From Network	146	1390
Total	271	1566

Materials sent:

Reference Questions Answered	2
Books	269
Photocopies	2
Vertical File	
Audio visual	

Unfilled because	Area	Telex
Too new		
Unverified	16	
Non Circulating	1	7
Not forwardable		
Cancelled		
In-use	13	78
Not owned	114	1305
Total local requests put on Network		45
Filled within 3 days or less	245	(94%)
Time unknown	9	

In contrast to last year, Abilene referred few requests to colleges in the immediate vicinity.
Abilene is usually one of the first MRCs to be queried on network requests because of their consistently very prompt reply, hence the high number of Telex requests, both filled and unfilled.
Of the titles not owned, 17 dealt with recent history and social and political problems, 16 were for Texana and genealogy, 9 were for technical reports, 10 on audiology, 9 were for pre-1920 imprints. Other titles were scattered.



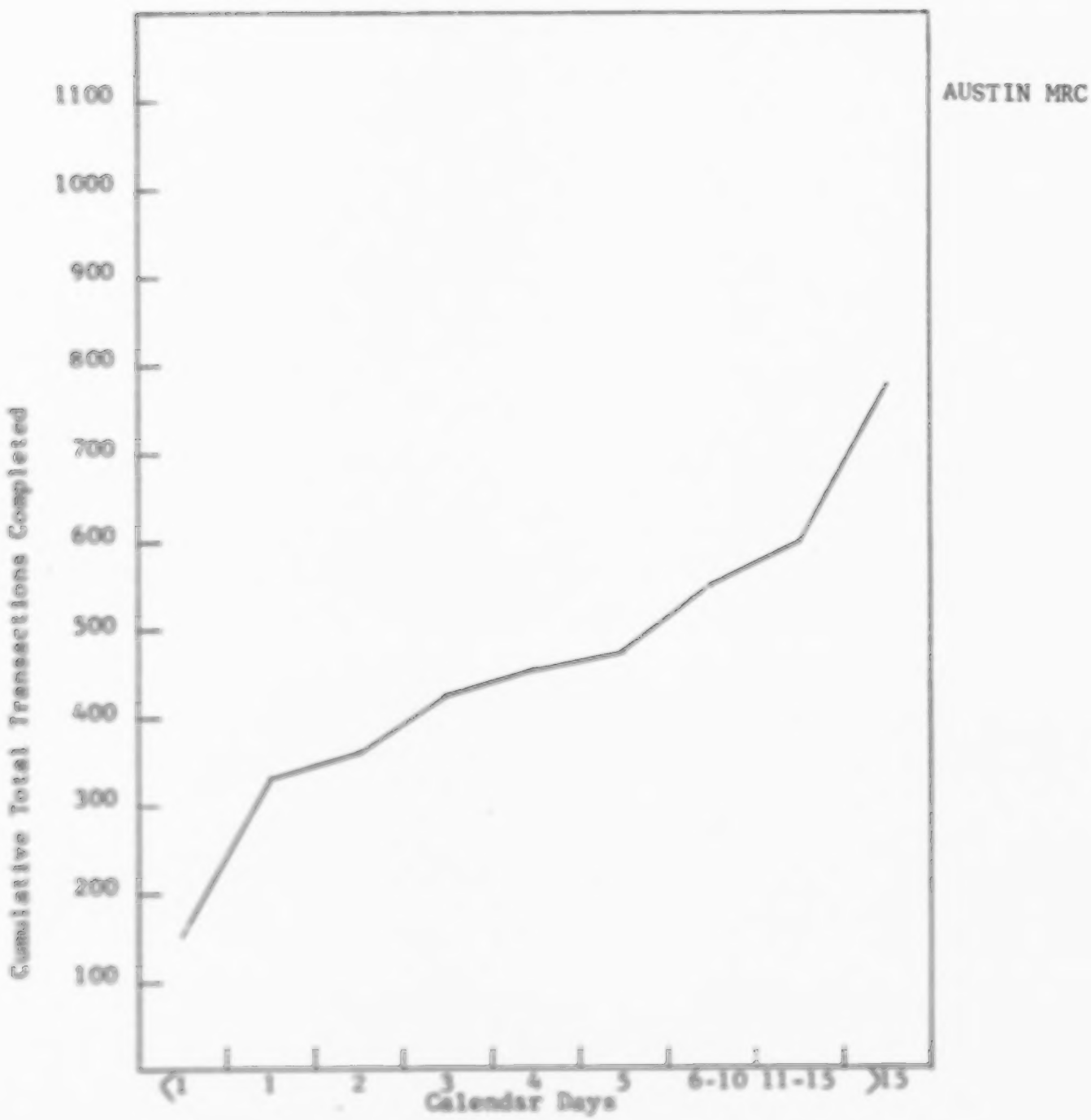
Total requests received	513		
	filled	unfilled	
From MRC Area	362	67	
From Network	84	*	
Total	446		
Materials sent:			
Reference Questions Answered	5		
Books	431		
Photocopies	25		
Vertical File	8		
Audio visual	60		

Unfilled because	Area	Telex
Too new		
Unverified		
Non-circulating		
Not forwardable		
Cancelled		
In-use		
Not owned	63	
Total local requests put on Network		84
Filled within 3 days or less	402 (91%)	
Time unknown	2	

Amarillo sent 6 reference books to Area libraries for the patron to "use in the library only." One request for American History as depicted in paintings was answered with 60 pictures.

Area libraries' requests which were not filled included information on muscular dystrophy and on dwarfism and how to live with it, 15 research-type titles on American history, 7 genealogy, 5 on language (one by Hayakawa), 8 titles by S.N. Behrman, and 3 medical texts. All were referred to the network.

* No sheets were received for unfilled Telex requests.



Total requests received		1206
	filled	unfilled
From MRC Area	728	394
From Network	84	*
Total	812	

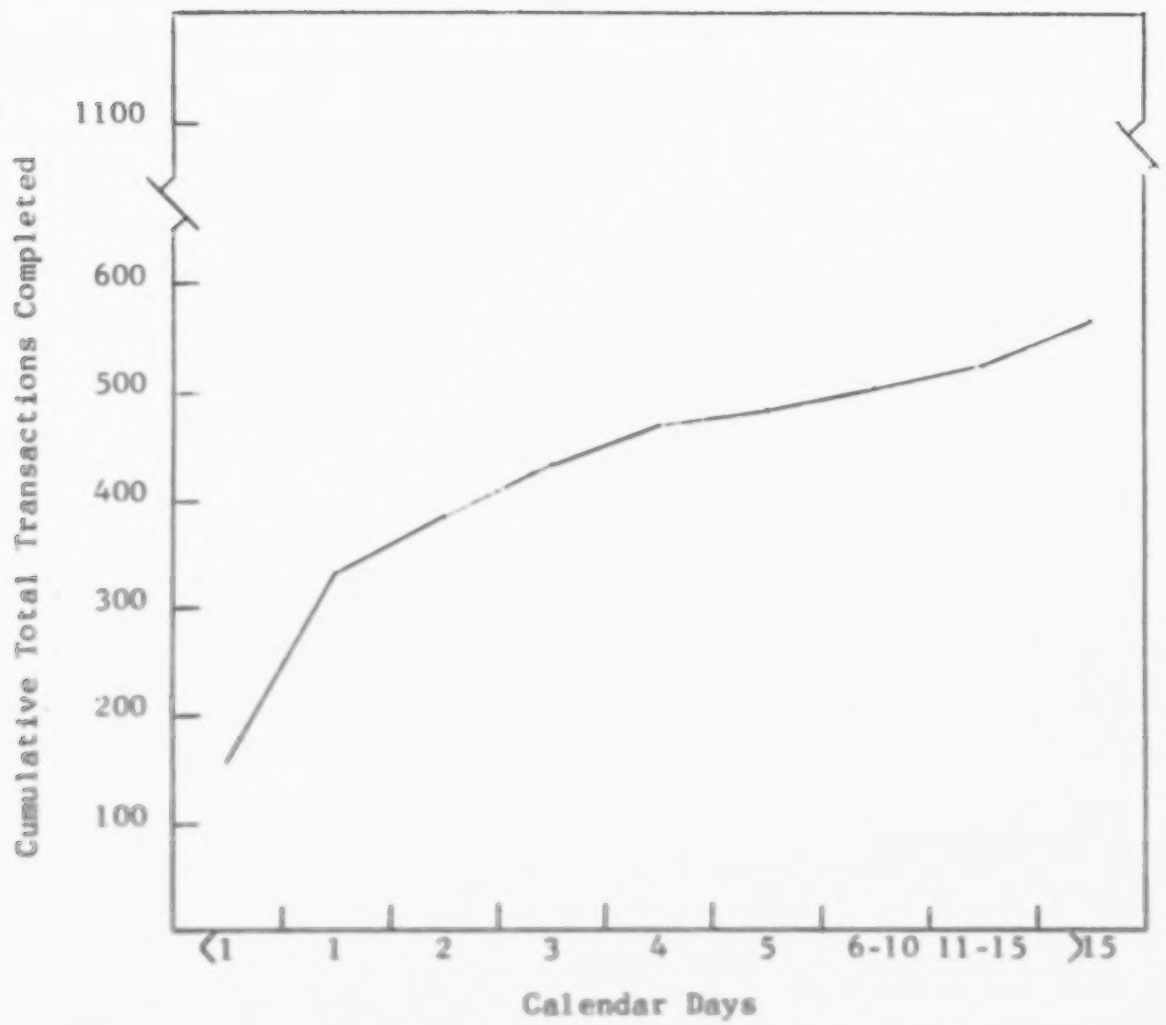
Materials sent:

Reference Questions Answered	9
Books	808
Photocopies	19
Vertical File	1
Audio visual	

Unfilled because	Area	Telex
Too new	10	
Unverified	4	
Non-circulating	1	
Not forwardable	6	
Cancelled	58	
In-use	50	
Not owned	337	
Missing	21	
Total local requests put on Network		168
Filled within 3 days or less	424 (54%)	
Time unknown	16	

Austin filled requests for 36 juvenile titles but most were to professional and college student patrons. Ten books in Spanish and three in French were supplied.
Of the 337 not owned, there were 46 fiction, 33 on religion, 22 Texana, 20 biographies, 14 technical reports on scientific and medical problems, 20 genealogy, 23 education, 11 on antiques and collecting. The rest were scattered among a number of subjects.

* No sheets for unfilled Telex requests were received.



CORPUS CHRISTI MRC

Total requests received	1213	
	filled	unfilled
From MRC Area	504	621
From Network	88	*
Total	592	

Materials sent:

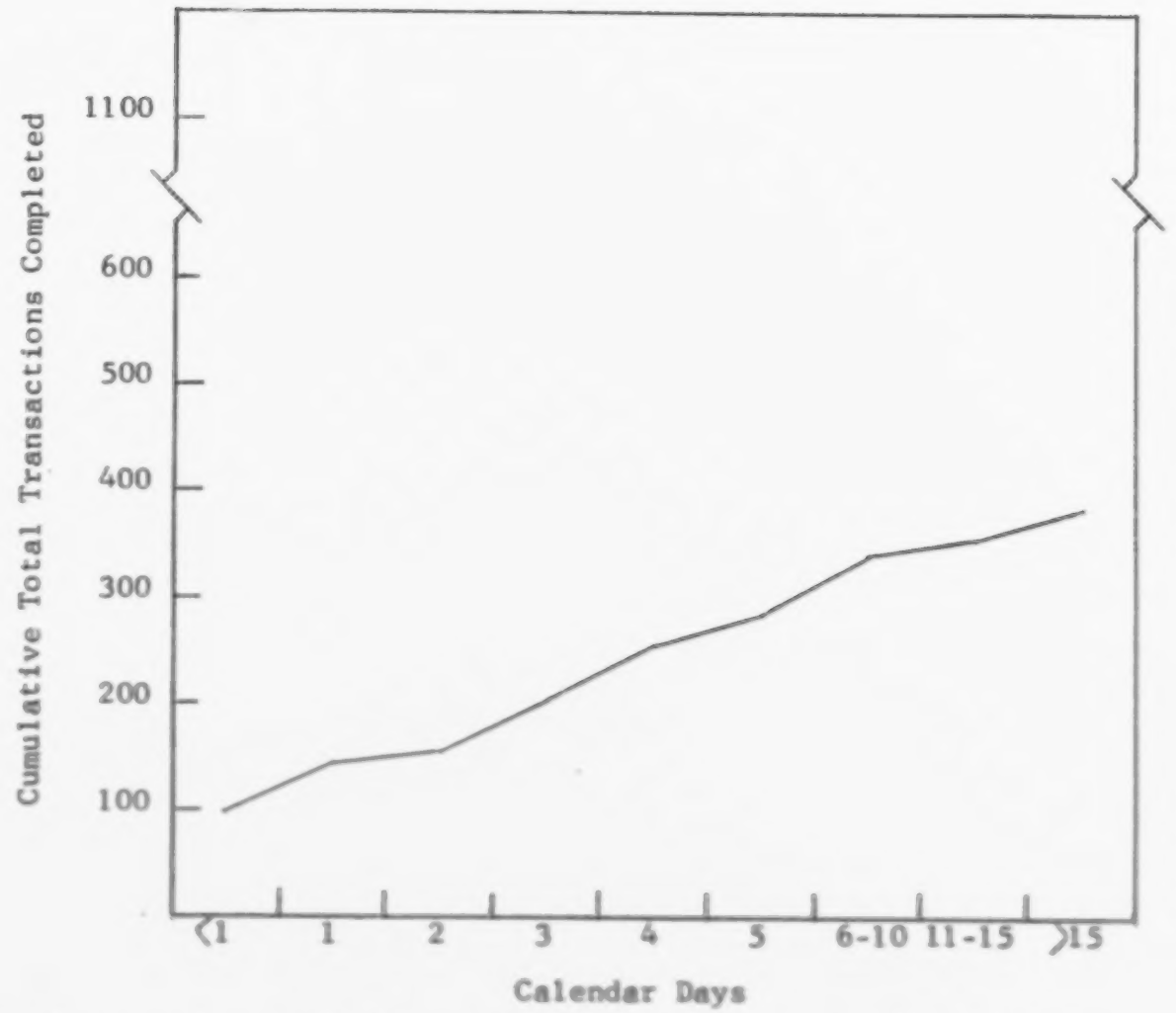
Reference Questions Answered	22
Books	691
Photocopies	42
Vertical File	
Audio visual	

Unfilled because	Area	Telex
Too new	10	
Unverified	73	
Non-circulating	3	
Not forwardable	27	
Cancelled	8	
In-use	59	
Not owned	368	
Total local requests put on Network		125
Filled within 3 days or less	436 (77%)	
Time unknown	24	

Sheets for requests from area libraries which were not filled were well detailed, permitting more extensive analysis than was possible on most MRCs. Two of the unverified requests were considered important enough to put on the network. Books on local college reading lists were identified and not forwarded. One record requested was owned but not mailable - it was suggested the patron could come in and pick it up. One periodical which La Retama owned was too tightly bound to Xerox. The 368 titles not owned included 36 on religion (2 for Bibles in French and Spanish), 38 fiction and 38 on other aspects of literature (poetry, plays, literary criticism), 24 on business and industry, 23 on education from Reading Made Easy to How to Pass the G.R.E., 28 on psychology and personal development, 18 on the fine arts (8 on music alone), 28 items of Texana of which 10 dealt with current problems such as the banking code, education code, workmen's and unemployment compensation. Five unfilled requests represented periodical citations and 5 government documents.

* No sheets for unfilled Telex requests were received.

DALLAS MRC



Calendar Days

Total requests received	581	
	filled	unfilled
From MRC Area	246	161
From Network	174	*
Total	420	

Materials sent:

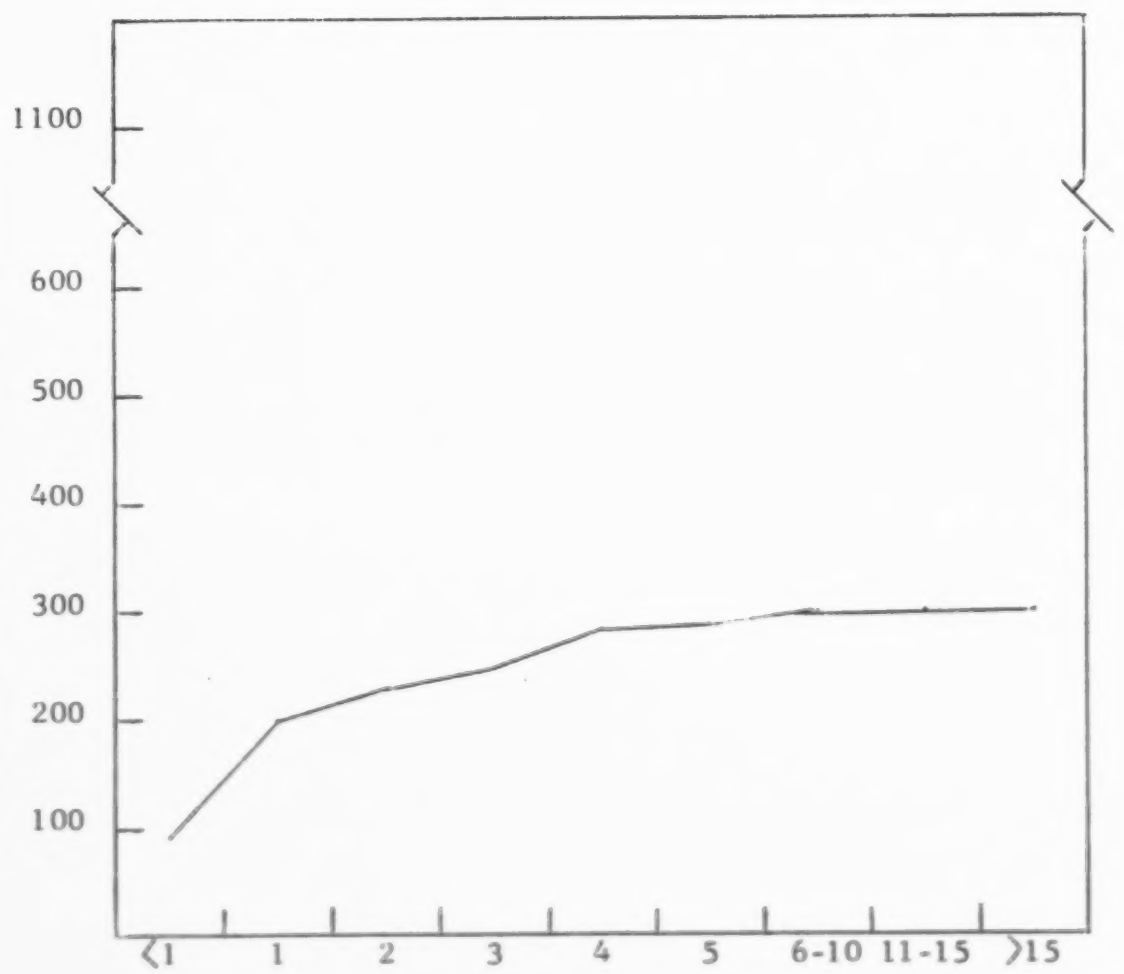
Reference Questions Answered	10
Books	466
Photocopies	15
Vertical File	7
Audio visual	
Microform	1

Unfilled because	Area	Telex
Too new	6	
Unverified	12	
Non-circulating	16	
Not forwardable	12	
Cancelled		
In-use	21	
Not owned	84	
Missing	3	
Total local requests put on Network		6
Filled within 3 days or less	211 (55%)	
Time unknown	38	

Dallas supplied 2 novels in Polish and 2 in Czech but was not able to supply Steinbeck's The Pearl in Spanish. Unfilled reference questions involved genealogical research, information on new chemical elements for which the patron would not accept photocopies, information for which the patron was referred to the SMU map library or to the U.S. Geological Survey.

* No sheets were received for unfilled Telex request.

EL PASO MRC



Total requests received 900

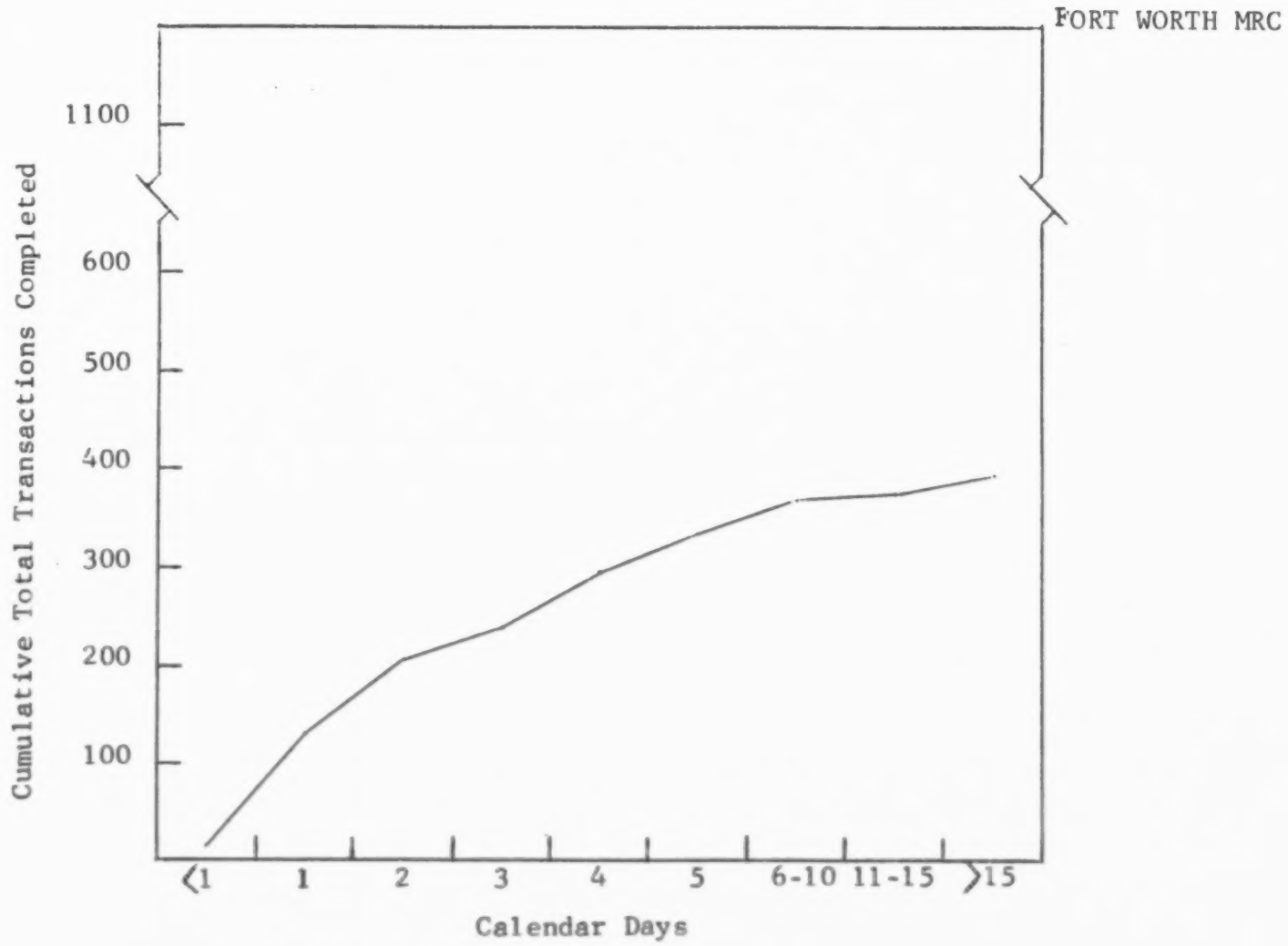
	filled	unfilled
From MRC Area	241	67
From Network	78	514
Total	319	581

Materials sent:

Reference Questions Answered	2
Books	340
Photocopies	72
Vertical File	28
Audio visual	1

Unfilled because	Area	Telex
Too new		
Unverified		
Non-circulating	1	7
Not forwardable		
Cancelled		
In-use	8	2
Not owned	101	504
Total local requests put on Network		52
Filled within 3 days or less	244 (81%)	
Time unknown	19	

Spanish titles were supplied for 14 requests including 5 plays.
Except for 22 requests for titles on Russian history and 11 on child psychology, all 33 of which were from Marfa for college students, titles not owned were widely scattered.
One reference question received on Telex about a flood in 1864 was only partially answered.



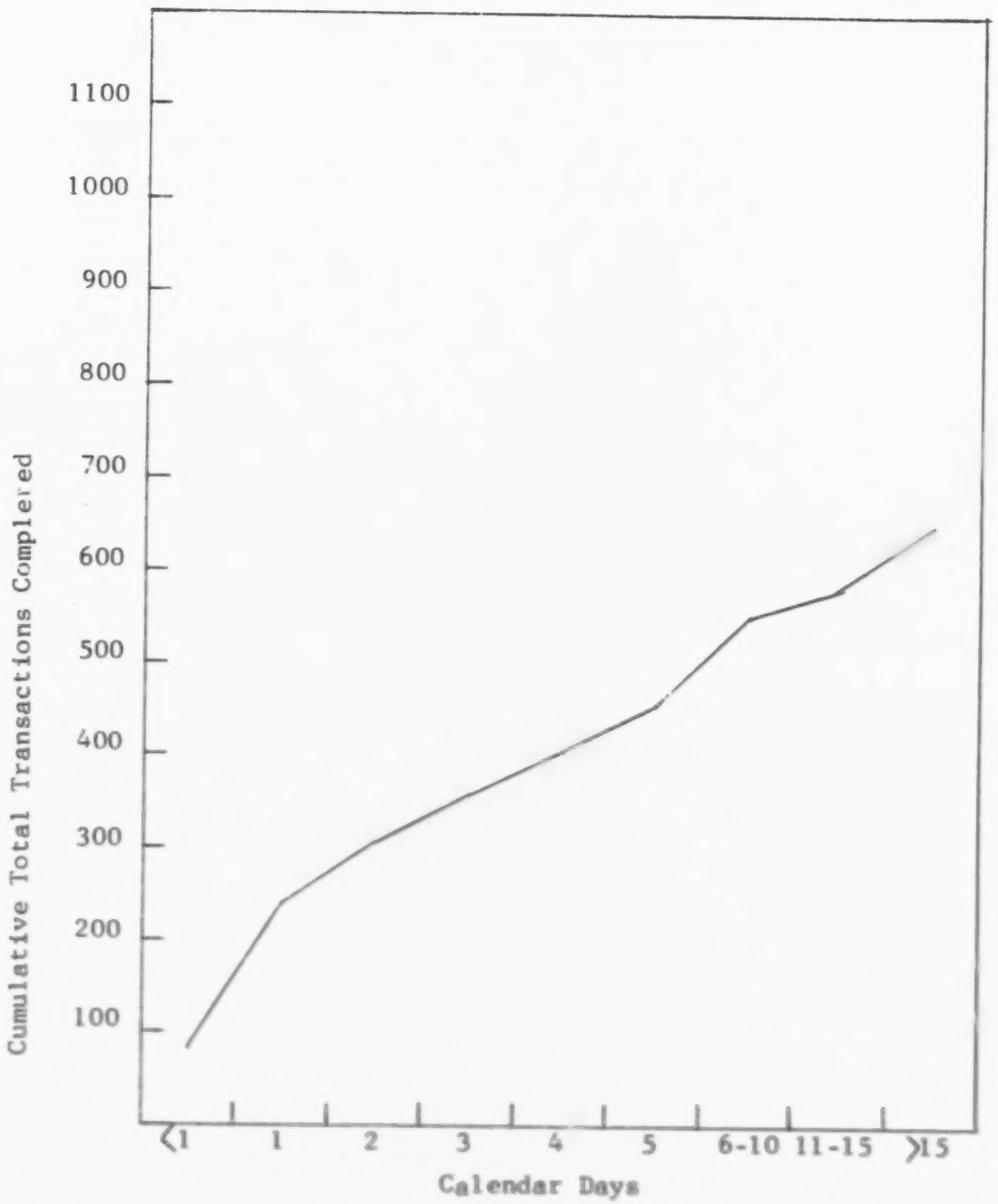
Total requests received	1538	
	filled	unfilled
From MRC Area	172	129
From Network	220	1017
Total	392	1146

Materials sent:

Reference Questions Answered	13
Books	376
Photocopies	21
Vertical File	1
Audio visual	
Microforms	2

Unfilled because	Area	Telex
Too new	1	
Unverified	4	
Non-circulating	16	55
Not forwardable	2	
Cancelled	3	
In-use		90
Not owned	86	855
Missing	16	
Total local requests put on Network		47
Filled within 3 days or less	237 (61%)	
Time unknown	9	

In answering reference questions, Fort Worth functioned as a true information center, going outside the library when necessary, even by long distance telephone. In one instance, a book was borrowed from a doctor to Xerox pages. Reference books and Texana items were sent to Area libraries for the patron to "use in the library only." Three reference questions were not answered because they were research problems - the patron was invited to come in and receive assistance with the problem.
In handling Telex requests, Fort Worth seems to have used the Telex copy as a work sheet, making a transaction sheet only for titles owned or for which some information was available. Then a single transaction sheet was made giving the number of titles not owned and referring to the Telex message in which they were received. The savings in paperwork seems considerable.



Total requests received	1228	
	filled	unfilled
From MRC Area	513	531
From Network	184	*
Total	697	

Materials sent:

Reference Questions Answered	25
Books	721
Photocopies	31
Vertical File	12
Audio visual	

Unfilled because	Area	Telex
Too new	3	
Unverified	4	
Non-circulating	29	
Not forwardable		
Cancelled		
In-use	176	
Not owned	526	
Missing	15	

Total local requests put on Telex 87

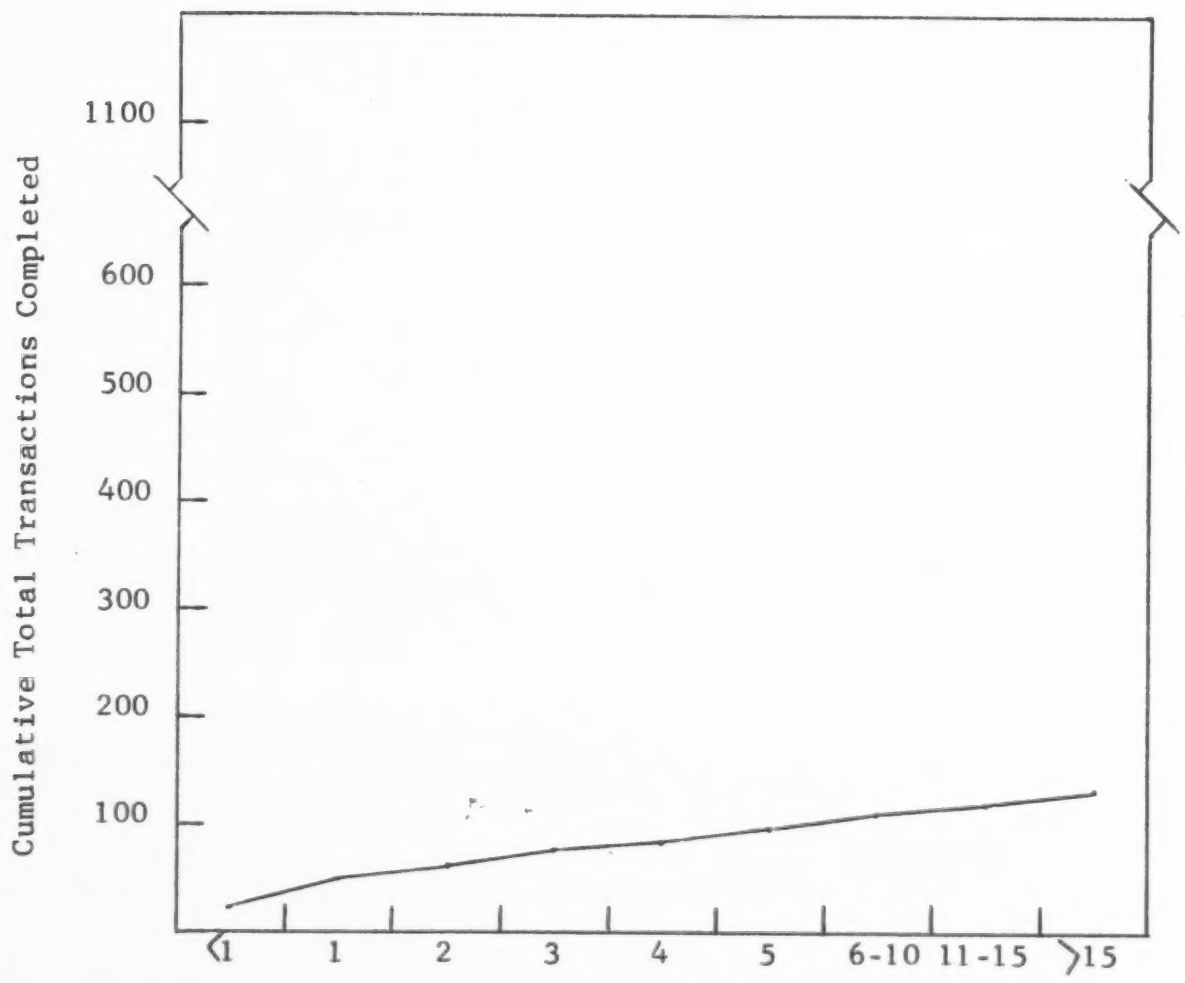
Filled in 3 days or less	362 (55%)
Time Unknown	46

Titles were supplied in Spanish, French and other languages, including two on infant care in Spanish.

The titles not owned included 47 fine arts, 35 business, 35 American history (7 requests from one patron concerned one archaeological dig), 28 medicine, 26 technology, 24 psychology and personal development, 35 fiction, (22 contemporary, 13 classic), 26 other literature, 11 religion.

* Only 30 Telex unfilled sheets were submitted which was not sufficient for a meaningful analysis.

LUBBOCK MRC

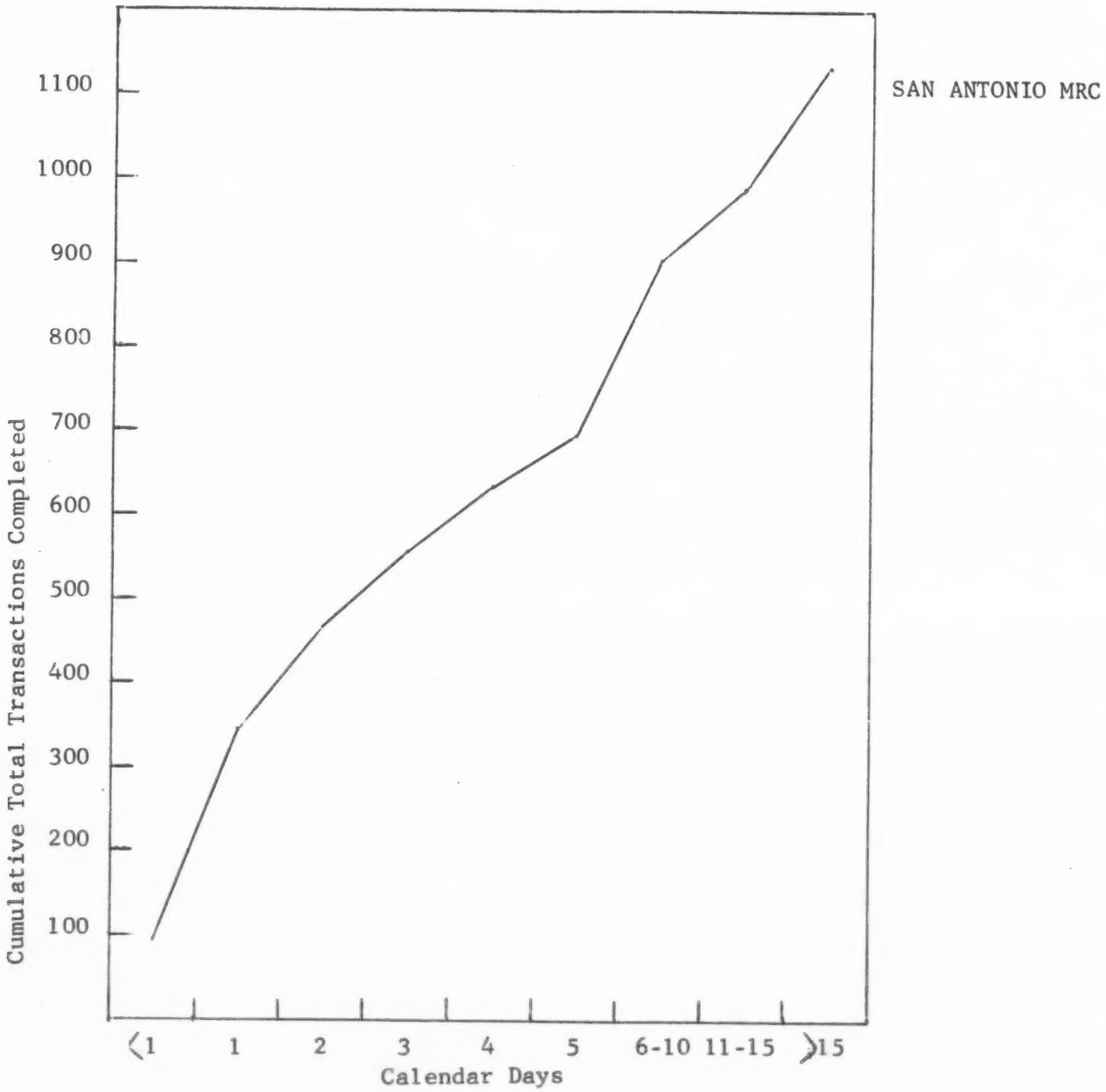


Total requests received	556		
	filled	unfilled	
From MRC Area	125	417	
From Network	14	*	
Total	139		
Materials sent:			
Reference Questions Answered	12		
Books	135		
Photocopies	12		
Vertical File			
Audio visual			
Microform	2		

Unfilled because	Area	Telex
Too new	6	
Unverified		
Non-circulating		
Not forwardable		
Cancelled	22	
In-use	11	
Not owned	378	
Total local requests put on Network		259
Filled within 3 days or less	76 (57%)	
Time unknown	6	

Of the books not owned, 45 were fiction, 40 concerned politics and contemporary affairs (9 were on gun legislation alone), 24 on psychology and personal development, 19 religion, 17 Texana and 24 on other aspects of American history. There were 24 citations to periodicals not owned.

* No sheets were received for Telex unfilled requests.



Total requests received	2277	
	filled	unfilled
From MRC Area	1033	454
From Network	110	680
Total	1143	1134

Materials sent:

Reference Questions Answered	22
Books	1516
Photocopies	83
Vertical File	18
Audio Visual	9

Unfilled because	Area	Telex
Too new	32	
Unverified	8	
Non-circulating	21	19
Not forwardable	15	
Cancelled	39	
In-use	26	83
Not owned	302	578
Total local requests put on Network		4
Filled within 3 days or less	559 (49%)	
Time unknown	7	

The titles not owned included 62 fiction, 10 others in literature, 21 political and contemporary problems, 30 education, 19 religion, 58 history (15 American history, 12 Texana and 9 genealogy.) There were 6 periodical citations unfilled.
A charge to local patrons for Telex requests discouraged its use for regular interlibrary loan. However, 66 of the 74 requests for materials from the Division for the Blind and Physically Handicapped at Texas State Library were from San Antonio.

SIZE I PUBLIC LIBRARY
PARTICIPATION IN THE
TEXAS STATE LIBRARY COMMUNICATION NETWORK
(July 1969 - December 1969)

Name of Library	Abilene	Amarillo	Austin	Corpus Christi	Dallas	El Paso	Fort Worth	Houston	Lubbock	San Antonio
Number of Local Branches	1	1	10	2	12	5	7	18	2	8
Number of Assigned Size II Libraries	2	2	3	4	12	0	4	10	2	1
Number of Size III Libraries Assigned Direct to MRC	20	13	12	13	0	11	0	0	15	28
Requests Filled for Assigned Libraries	125	362	728	504	246	241	172	513	125	1,033
Number of Titles Sent Including Vertical File	123	349	726	605	295	259	133	538	121	1,401
Items of Xerox	2	23	18	42	14	59	25	28	12	79
Reference Questions Answered	2	5	17	22	6	1	9	24	12	21
Requests Referred For Assigned Libraries	43	66	293	491	66	21	98	243	376	343
Local Requests Referred on Network	45	84	168	125	6	52	47	87	259	4

Size II Libraries

The Size II Libraries received 2,087 requests from Size III Libraries. Of these, 1,213 were filled and 874 were referred to the Major Resource Center to be filled. Requests for local patrons totaled 2,052 of which 1,812 were referred on the Texas State Library Communication Network and 240 were referred outside the Network.

In response to those requests from Size III Libraries, 247 reference questions were answered, 1,556 books were sent and 458 items of photocopy, microfilm, periodicals, Vertical File, etc. were sent. These materials included the Encyclopedia of the Oscilloscope, books on business management, self-improvement, fiction, travel, copies of plays, and information to answer reference questions of varying depth and complexity.

Again, a wide range existed between the services given by Size II Libraries. Five Size II Libraries filled no requests for their assigned Size III Libraries; seven filled less than ten. These libraries have only one or two Size III Libraries assigned to them for service and received few requests from them. Other Size II Libraries, which have several active Size III Libraries assigned, have filled nearly as many requests as have the smaller Major Resource Centers. Several have made truly outstanding efforts to provide quality, in-depth Network service.

It appears that the Size II Libraries are generally filling their role quite effectively where active use is made by assigned Size III Libraries. Fewer Size II Libraries are functioning merely as reference referral points between the Size III and Major Resource Center Libraries than last year.

Turnaround time continued to be very rapid for Size II Libraries; 70% of all requests filled were completed in one day or less. The following chart summarizes the activity of Size II Libraries as Network participants. The graph demonstrating turnaround time is on page 15.

SIZE II PUBLIC LIBRARY
PARTICIPATION IN THE
TEXAS STATE LIBRARY COMMUNICATION NETWORK
(July 1969 - December 1969)

Name of Library	Alice	Arlington	Baytown	Beaumont (Jefferson Co.)	Beaumont (Tyrrell)	Borger	Brownwood	Bryan	Conroe	Denison	Denton	Galveston
Number of Local Branches	2	2	0	3	1	2	0	0	0	0	0	3
Number Assigned Size III Libraries	4	13	3	2	3	6	5	7	13	5	1	4
Requests Filled For Size III Libraries	2	38	17	32	29	22	84	93	139	73	13	69
Number Titles Sent	2	49	48	33	32	30	142	272	123	124	15	61
Items of Xerox, Microfilm, Periodicals, Vertical File, Etc.	0	0	19	2	14	4	50	129	26	54	3	26
Reference Questions Answered	0	0	1	0	7	3	7	2	61	50	0	19
Requests Referred For Size III Libraries	3	25	0	NA	16	1	28	26	70	26	35	25
Local Requests Referred on Network	69	31	100	NA	19	22	32	NA	83	15	36	139
Local Requests Referred Outside Network	0	0	28	NA	0	0	0	NA	0	0	0	22

2	9	5	9	6	1	9	4	3	Galveston
6	17	3	0	0	0	0	3	0	Garland
0	52	5	0	0	3	3	2	1	Grand Prairie
0	22	92	43	65	107	115	10	0	Haltom City
0	5	9	0	1	27	8	5	0	Harlingen
0	48	1	0	0	22	16	4	17	Harris Co.
			(Did not begin service during period.) (Has one Size III assigned)					0	Henderson
0	22	2	0	0	0	0	2	0	Irving
0	70	128	2	0	20	22	5	0	Kerrville
0	178	58	0	1	9	13	3	0	Killeen
			(Did not receive Transaction Sheets)				3	0	Kingsville
0	5	15	0	6	9	10	7	0	Longview
0	174	70	1	4	70	72	7	0	McAllen
0	41	14	0	0	0	0	4	0	Mesquite
100	25	32	0	14	41	47	7	0	Midland
0	62	23	0	1	10	11	3	0	Odessa
5	32	0	0	0	0	0	1	0	Orange
0	25	3	2	0	12	12	6	0	Pampa

Pampa	Pasadena	Port Arthur	Richardson	San Angelo	Sherman	Temple	Texarkana	Tyler	Waco	Wharton	Wichita Falls	TOTALS
0	0	1	0	1	1	0	0	1	1	2	1	39
6	2	1	4	8	4	5	2	7	7	6	8	192
12	57	42	17	9	0	35	0	3	78	30	2	1,213
12	70	52	16	9	0	34	0	3	68	41	2	1,556
0	4	4	2	0	0	6	0	0	20	0	0	458
2	0	3	1	0	0	3	0	3	39	0	0	247
3	14	12	13	2	20	37	1	0	45	20	0	874
25	114	118	32	4	27	70	0	5	28	49	11	1,812
0	2	60	0	0	0	0	0	0	17	0	0	240

General Comments

As last year, the study of the Transaction Sheets has disclosed that the majority of requests on the Network have been for adult non-fiction and that most of the Major Resource Centers and several Size II Libraries have been giving in-depth service to requests. Most Major Resource Centers have tended to relax rules and regulations to give the best possible service to requests. This is particularly true of requests coming from their own service areas; screening is usually done before requests are referred on the Network.

From the beginning there have been two complaints about the Network. While other difficulties have generally been overcome, dissatisfaction with turn-around time and the lack of knowledge about status of requests has plagued the Network. Placing a higher priority on Network service at Texas State Library and at each Major Resource Center and Size II Library to insure adequate personnel be assigned to Network service might eliminate this problem.

The assignment of a higher priority for the service is particularly vital at the Texas State Library. In order to fulfill its role as a switching center, as well as a service unit, it is apparent that the State Library needs adequate personnel and equipment to handle the volume of requests referred to the State Library. While this volume had nearly doubled since the beginning of the Network, one half-time clerk had been added to the personnel working with the Network. Only one Telex machine was available for sending and for receiving messages. The overall efficiency of the Network has had to overcome obstacles: lack of machine capability at switching center; general turnover of staff, particularly Telex operators; and lack of availability of trained personnel.

With all of the problems inherent in a system with 372 distinct components there is one inescapable fact: the Network is a success. In six months of 1968 5,000 requests were filled; 7,419 in 1969. The people of Texas are receiving materials from throughout the state. They are receiving a valuable service in terms of access to the major library holdings within the state. Success has brought an unpredictable volume of requests; this, in turn, has created the problems outlined above.

It is notable that the service pattern was as high in volume, turnaround time and quality of materials sent with the limitations at the switching center and other nodes. This is due to the concentrated effort of the existing State Library staff, the cooperation of the Major Resource Centers in furnishing complete information about requests (including verification), and the screening done at the Major Resource Center level.

RECOMMENDATIONS

As a result of the findings of the Evaluation covering this period (July - December, 1969) the following recommendations are offered:

I. For operation of the Texas State Library Communication Network:

A. For efficiency and effective performance at the Texas State Library, installation of additional hardware and additional personnel for the increased volume is indicated.

B. Assignment of priority for the service at the Texas State Library, Major Resource Centers and Size II Libraries.

C. Adoption of performance standards for each level of the Network, and encouragement toward their use.

D. Revision of the Uniform Policy Statement and Procedure Manual.

E. Upgrading efficiency of Transaction Sheet through practical redesign.

F. Standardization of instructions for Network use given by Major Resource Centers and Size II Libraries, with assistance in explanation given by Field Services Division personnel on visits.

II. For additional Interface with other Networks:

A. The Title III Advisory Council should work closely with other Network representatives to seek additional avenues for Interface with existing Networks. (One additional Interface is currently under study).

B. Identification of other Networks. To facilitate this a directory of all Networks in Texas is under consideration as a Title III Special Project.

III. For publicity:

A. Publication of additional explanatory brochures by Texas State Library for wide distribution.

B. Encouragement of Major Resource Centers and Size II Libraries to develop locally useful ways of publicizing the Network throughout the service area.

IV. For future evaluations:

A. Computerization of future evaluations at regular time intervals, as determined by the Title III Advisory Council.

CALCULATIONS

Network Cost

This second Network Evaluation follows the exact outline of the Preliminary Evaluation in order to facilitate comparison and research. In the Preliminary Evaluation, Peat, Marwick, Mitchell and Company calculated Network costs only in terms of communication charges generated by the telephone and Telex capabilities paid for by Title III funds. In order to determine a more realistic and complete cost of actually handling an interlibrary loan request, the following data, presented last year has been revised.

MRC "local matching" of half a reference librarian's time devoted to Network interlibrary loan work is calculated as $48,000 annually in time contributed by participating libraries. Texas State Library employs a staff of two librarians, one Telex operator and one clerk amounting in salary to $20,000.

Line charges and fixed costs of telephone and Telex operation over a twelve month period (April 1969 - March 1970) was $19,282.92. Supplies and miscellaneous costs, roughly calculated at $90 per station (based on Texas State Library costs for these items), amounts to $990 for eleven stations. These calculations do not include personnel time or supplies involved at levels below the MRC libraries, or postage for materials or status notifications. Texas State Library's interlibrary loan postage for this period was $440. Therefore, costs of the Network can be considered somewhere near $88,713 in comparison to the 1968 figure of $82,560.

During the six months covered by this Study 18,444 transactions were handled at half the annual network operational cost of $44,357 or $2.41 per transaction. If the calculation is made only for filled requests the figure is $5.97. In the Preliminary Evaluation Study, the calculation for 6,900 transactions (including 5,000 filled requests) amounted to $5.97 for each. The communication cost for each transaction in 1968 was $1.60; and $1.25 in 1969 pointing out that in each year the greatest expenditure is not for communicating a request but for personnel and other costs in searching for the material requested.

NETWORK COMMUNICATION COSTS:

Month	TELEX			TELEPHONE	
	Total* Cost	TSL Usage	10 MRCs Usage	MRC Rent & L.D.	Credit Cards
February,1968	$152.05	$ 0	$ 9.93	$ 0	$ 0
March	929.44	119.27	208.14	168.54	0
April	827.12	124.75	242.26	223.48	1.31
May	841.74	129.37	236.74	222.55	16.36
June	802.93	109.36	197.93	277.65	21.94
July[1]	853.74	133.19	248.74	311.98	38.51
August	909.55	166.82	304.55	278.67	38.47
September	845.30	132.88	240.30	402.63	58.51
October	902.89	183.86	297.87	373.41	77.01
November	876.76	143.59	259.26	389.05	62.88
December	863.01	153.38	258.01	323.58	60.05
January,1969	900.24	171.02	295.24	425.29	79.08
February	940.23	190.34	335.23	429.04	53.96
March	937.31	187.48	332.31	473.76	104.72
TOTALS	$10,500.82	1,826.04	3,248.44	4,131.09	508.08
April	956.72	220.01	351.72	514.26	129.37
May	975.97	230.89	140.08	390.82	112.21
June	892.26	163.03	124.23	403.70	94.50
July	934.66	202.21	127.45	430.20	101.31
August	874.74	133.99	135.75	432.44	94.61
September	862.28	155.89	101.39	393.20	114.25
October	1,102.22	287.62	166.77	509.90	141.38
November	1,074.70	242.87	164.33	494.52	135.65
December	1,111.88	265.14	131.96	419.89	101.34
January,1970	1,144.27	334.85	136.92	479.49	162.57
February	1,131.36	325.78	145.58	500.00**	183.66
March	1,162.34	327.44	174.90	525.25**	195.00**
TOTALS	$12,223.40	2,889.72	1,901.08	5,493.67	1,565.85

Grand Total for April, 1968 - March 1969: $15,139.99

Grand Total for April, 1969 - March, 1970: $19,282.92

[1]July, 1968 considered beginning date of total Network
*Usage plus additional costs
**Estimated from 1968 figures

Monthly Requests Received
on the
Texas State Library Reference Division Telex

	1968	1969	1970
January	0	432	546
February	1	435	719
March***	104	626	768
April	269	506	935
May	326	666	
June	250	454	
July	376*	506	
August	467	395	
September	321	423	
October**	466	614	
November	347	504	
December**	442	546	
TOTALS	3,369	6,107	2,968

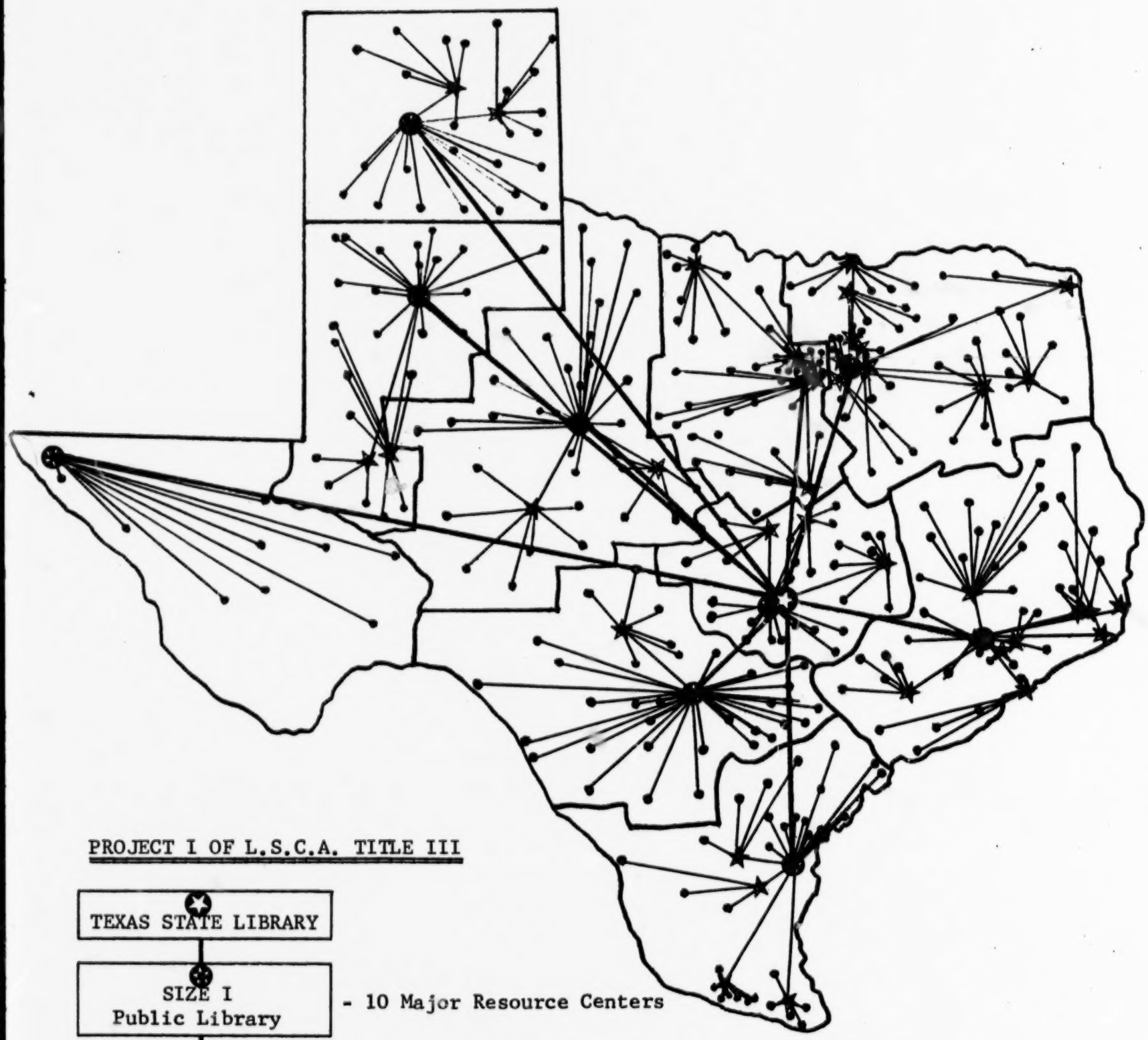
*Considered beginning date of total Network

**A typically heavy month

***The heaviest month requests typically originate

Exhibit K

TEXAS STATE LIBRARY COMMUNICATION NETWORK



PROJECT I OF L.S.C.A. TITLE III

TEXAS STATE LIBRARY

SIZE I Public Library - 10 Major Resource Centers

SIZE II Public Library - 38 Area Public Libraries

SIZE III Public Library - 308 Community Public Libraries

Exhibit L

Postcards used for reporting status of network request to Reference Division, Texas State Library

Texas State Library Network
TEXAS STATE LIBRARY REFERENCE DIVISION
Drawer DD Capitol Station/Austin, Texas 78711

Date_____
Author_____
Title_____
( ) is being sent to you by the Texas State Library.
( ) is in circulation. Hold placed.
(Notify us if this is not acceptable.)
( ) is not in our collection. It is being sent to you by_____.
( ) is not available in the Ten Major Resource Center Libraries. It has been ordered by Texas State Library and will be sent to you as soon as it is received. Notify us if this is not acceptable.

Texas State Library Network

Date_____

Author_____

Title_____

is not in the collection of the Texas State Library. Your request is being placed on the Texas State Library Network. You will be notified as soon as the book is located, or after all Major Resource Center Libraries have been searched.

Texas State Library
REFERENCE DIVISION
Drawer DD, Capitol Station
Austin, Texas 78711

ADDENDUM
to
Evaluation Number Two
Texas State Library
Communication Network
1969

An addendum to the previous evaluation considered interlibrary loan activities of Texas public libraries with libraries not a part of the Texas State Library Communication Network. As this information was not specifically requested for either evaluation, the summaries are not complete but are offered only for whatever interest they contain.

The University of Texas at Austin filled 48 requests forwarded from the Texas State Library. Six university and college libraries filled 118 requests forwarded through the geographically adjacent Major Resource Center - Rice University (38), University of Houston (26) from the Houston MRC, Texas Christian University (23) and Southwest Baptist Theological Seminary (7) through Fort Worth Major Resource Center, Abilene Christian College (12) through Abilene Major Resource Center, and Del Mar College (12) through Corpus Christi Major Resource Center. In addition, Houston Academy of Medicine filled 6 requests, 4 through Houston and 2 through Corpus Christi Major Resource Centers. Other Texas libraries which filled requests were Sam Houston State University (6), Texas Technological University (3), Houston Baptist College (2), Southern Methodist University (2), and North Texas State University, Texas A & M, the Texas Medical Association, The University of Texas at El Paso and West Texas State University, one each.

Out-of-state libraries which filled requests were The Library of Congress (11), University of New Mexico (4), University of Arkansas (2), Harvard University (2) and one each from Columbia University, Louisiana State University, University of Maryland, University of Michigan, University of Mississippi, New York Historical Society, University of North Carolina, University of Oklahoma, Princeton University, The Smithsonian Institute, University of South Carolina, University of Virginia and the University of Washington.

Six Texas public libraries filled 354 requests for libraries which were not part of the TSLCN. Of these, 157 were for special business libraries, 94 for college and university libraries, 17 for medical libraries, 22 for military libraries, 36 for libraries connected with federal agencies, 4 for other special libraries, 21 for other public libraries and 3 for a rural school system. One request was filled for Regional Information and Communication Exchange.

TITLE III ADVISORY COUNCIL

Miss Maryann Duggan, Dallas

Mr. James L. Love, Diboll

Mr. Richard O'Keeffe, Librarian (appointed December 1, 1969)
Fondren Library, Rice University

Dr. Don Hendricks (appointed December 1, 1969)
The University of Texas
Southwestern Medical School at Dallas
South Central Regional Medical Library Program

Mr. David Earl Holt, Director (appointed December 1, 1969)
Austin Public Library

Mrs. Mary Boyvey, Media Program Director
Texas Education Agency

Mrs. Flora Wilhite, Director
Sterling Municipal Library, Baytown

Mr. Mendell Morgan, Assistant Director
Field Services Division, Texas State Library

(Dr. Ed Holley and Mrs. Lillian Bradshaw were members of the Council in 1968 and until November 30, 1969).

TEXAS LIBRARY AND HISTORICAL COMMISSION

C. Stanley Banks, Sr., Chairman, San Antonio

Robert E. Davis, Waco

William H. Gardner, Houston

Frank Horlock, Jr., Houston

Walter E. Long, Austin

James M. Moudy, Ft. Worth

TEXAS STATE LIBRARY

Director and Librarian: Dorman H. Winfrey

Assistant State Librarian: Lee Brawner

Program Director, Library Systems Act: Mrs. Marie Shultz

Administrative Division: William H. Carlton, Director

Archives Division: John M. Kinney, Director

Blind Services Division: Mrs. Lois La Bauve, Director

Field Services Division: Katherine Ard, Director

Records Management Division: Robert B. Fitzgerald, Director

Reference Division: Mrs. Ann Graves, Director

Technical Services Division: Frederica Killgore, Director